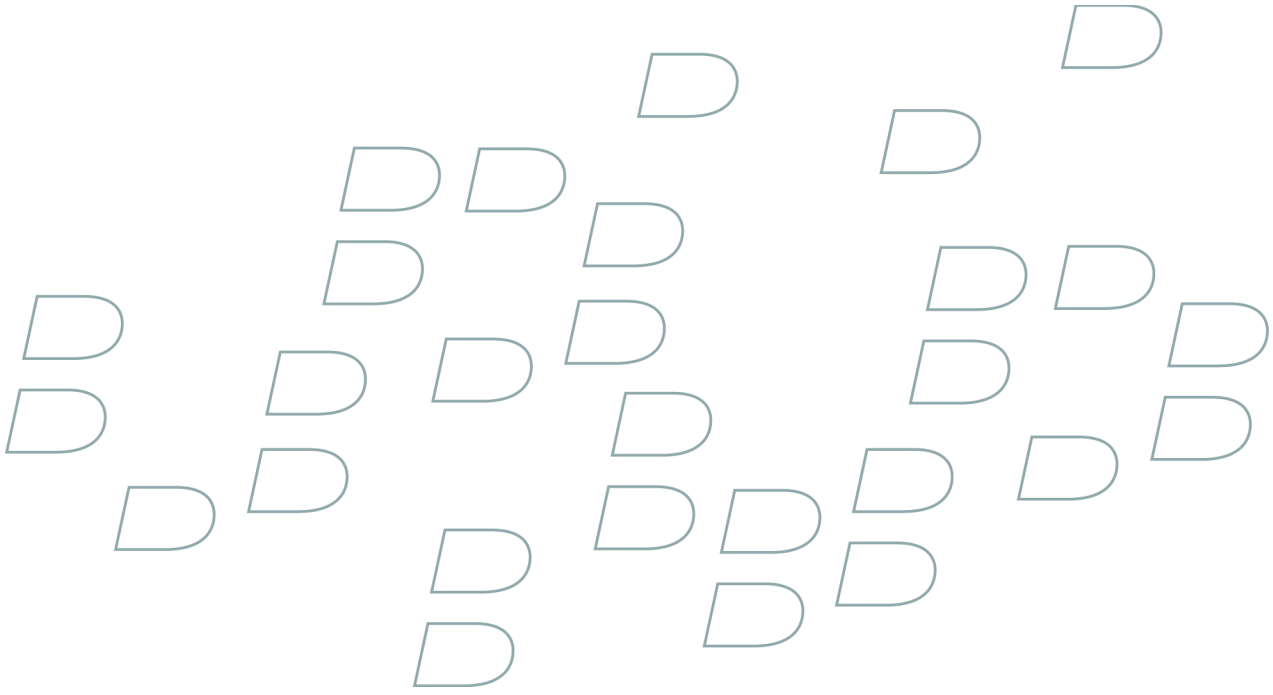

User Guide

BlackBerry Pearl 8100 smartphone

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BlackBerry basics

About typing input methods

You can type on your BlackBerry® device using the SureType® input method or the multi-tap input method.

SureType technology combines a traditional phone number key layout with a familiar computer-style letter layout that is designed to provide a comfortable typing and dialing experience.

When you use SureType technology, you press the letter key for each letter in a word once. For example, to type **run**, you would press the E R key once, the U I key once, and the B N key once. As you type, a list of possible letter combinations and words appears on the screen. SureType technology selects letter combinations or words from the list based on context. If you try to type a word or letter combination (for example, a web address or an abbreviation) that SureType technology does not recognize, you can use the list that appears on the screen to build the word letter by letter. SureType technology is designed to "learn" new words or letter combinations that you type and add them to your custom word list.

When you use multi-tap, you press a letter key once to type the first letter on the key and twice to type the second letter. For example, to type **run**, you would press the E R key twice, the U I key once, and the B N key twice.

SureType technology is the default typing input method for most fields. Multi-tap is the default for phone number and password fields.

Type text using SureType technology

Press the letter key for each letter in a word until you have typed the entire word.

If your BlackBerry® device does not recognize the word that you have typed, perform one of the following actions:

- To highlight an item in the list that appears when you type, roll the trackball.
- To select a highlighted item from the list that appears when you type and continue typing the same word, press the ↵ key.
- To select a highlighted item from the list that appears when you type and start a new word, press the SPACE key.

Type text using multi-tap

- To type the first letter on a key, press the letter key once.
- To type the second letter on a key, press the letter key twice.

Switch typing input methods

1. In the device options, click **Language**.
2. Perform one of the following actions:
    - To use the multi-tap input method, set the **Input Language** field to **<Language> Multitap**.

- To use the SureType® input method, set the **Input Language** field to **<Language>**.

3. Press the **Menu** key.
4. Click **Save**.

Switch applications

1. In any application, press the **Menu** key.
2. Click **Switch Application**.
3. Perform one of the following actions:
   - If the application that you want to switch to appears, highlight an application and press the **Enter** key.
   - If the application that you want to switch to does not appear, highlight **Home Screen** and press the **Enter** key.

Assign an application to a Convenience key

Your BlackBerry® device has one Convenience key on the left side of the device and one on the right side. Depending on your theme, you might not be able to change the application that is assigned to a Convenience key.

1. In the device options, click **Screen/Keyboard**.
2. Set the **Convenience Key Opens** fields.
3. Press the **Menu** key.
4. Click **Save**.

Set owner information

1. In the device options, click **Owner**.
2. Type your contact information.
3. Press the **Menu** key.
4. Click **Save**.

Turn on standby mode

If you are not on a call, you can turn on standby mode to avoid pressing keys accidentally when you are not using your BlackBerry® device.

Hold the **Mute** key.

To turn off standby mode, press the **Mute** key again.

About links

Links appear on your BlackBerry® device as underlined text. You can have links to various items such as phone numbers, web sites, and email addresses and can use these links to make calls, visit web sites, or start composing messages quickly.

Create a link for a PIN

When typing text, type **pin:** and the PIN.

Expand a folder

Click a folder with a plus sign (+) beside it.

Collapse a folder

Click a folder with a minus sign (-) beside it.

BlackBerry basics shortcuts

- To move the cursor, roll the trackball.
- To exit a screen or move back a page in the browser, press the **Escape** key.
- To move to a list item or menu item, type the first letter of the item.
- To select or clear a check box, press the **Space** key.
- To view available values in a field, press the **Alt** key.
- To switch applications, hold the **Alt** key and press the **Escape** key. Continue to hold the **Alt** key and highlight an application. Release the **Alt** key.
- To return to the Home screen, press the **End** key.
- To turn on a theme or notification profile, highlight a theme or notification profile. Press the **Space** key.
- To delete a highlighted item, press the **Backspace/Delete** key.

On the Home screen

- To lock the keyboard, hold the asterisk (*****) key.
- To unlock the keyboard, press the asterisk (*****) key and the **Send** key.
- To lock the device, set a password. Hold the asterisk (*****) key.
- To unlock the device, type your password. Press the **Enter** key.
- To switch between the active notification profile and the Vibrate notification profile, hold the **#** key.

No application opens when I press a Convenience key

Verify that you have not deleted the application that you assigned to the key.

Assign a different application to the key.

Shortcuts

BlackBerry basics shortcuts

- To move the cursor, roll the trackball.
- To exit a screen or move back a page in the browser, press the **Escape** key.
- To move to a list item or menu item, type the first letter of the item.
- To select or clear a check box, press the **Space** key.
- To view available values in a field, press the **Alt** key.
- To switch applications, hold the **Alt** key and press the **Escape** key. Continue to hold the **Alt** key and highlight an application. Release the **Alt** key.
- To return to the Home screen, press the **End** key.
- To turn on a theme or notification profile, highlight a theme or notification profile. Press the **Space** key.
- To delete a highlighted item, press the **Backspace/Delete** key.

On the Home screen

- To lock the keyboard, hold the asterisk (*****) key.
- To unlock the keyboard, press the asterisk (*****) key and the **Send** key.
- To lock the device, set a password. Hold the asterisk (*****) key.
- To unlock the device, type your password. Press the **Enter** key.
- To switch between the active notification profile and the Vibrate notification profile, hold the **#** key.

Phone shortcuts

- To answer a call, press the **Send** key.
- To insert a plus sign (**+**) when typing a phone number, hold **0**.
- To add an extension to a phone number, press the **X** key. Type the extension number.
- To assign a speed dial number to a key, on the Home screen or in the phone, hold the key.
- To turn on the speakerphone during a call, press the period (**.**) key.
- To turn off the speakerphone during a call, press the period (**.**) key.
- To check your voice mail, hold **1**.
- To type a letter in a phone number field, hold the **Alt** key. Use the multi-tap input method to type the letter.
- To move to the top of the Phone screen, press the **Space** key.
- To view the last phone number that you typed, scroll to the top of the Phone screen and press the **Enter** key. Press the **Send** key to dial the number.
- To view your contact list in the phone, hold the **Send** key.

Camera shortcuts

- To take a picture, press the **Right Convenience** key.
- To zoom in to a subject, press the **Volume Up** key.
- To zoom out from a subject, press the **Volume Down** key.

Message shortcuts

In a message

- To reply to a message, press the exclamation point (**!**) key.
- To reply to all, press the question mark (**?**) key.
- To forward a message, press the period (**.**) key.

In a message list

- To open a highlighted message, press the **Enter** key.
- To compose a message from a message list, press the comma (**,**) key.
- To view received messages, press the **Alt** key and **3**.
- To view sent messages, press the **Alt** key and the period (**.**) key.
- To view voice mail messages, press the **Alt** key and **7**.
- To view SMS text messages, press the **Alt** key and the question mark (**?**) key.
- To view all your messages again, press the **Escape** key.

Move around a message list

- To move up a screen, press the **Shift** key and the **Space** key.
- To move down a screen, press the **Space** key.
- To move to the top of a message list, press **1**.
- To move to the bottom of a message list, press **7**.
- To move up a message, press **2**.
- To move down a message, press **8**.
- To move to the next date, press **6**.
- To move to the previous date, press **4**.

Typing shortcuts

- To insert a period, press the **Space** key twice. The next letter is capitalized.
- To capitalize a letter, hold the letter key until the capitalized letter appears.
- To type the alternate character on a key, press the **Alt** key and the character key.

- To type an accented or special character, hold the letter key and roll the trackball to the left or right. Click a selected character. For example, to type ü, hold **3** and roll the trackball to the left until ü is highlighted. Click the trackball.
- To type a number in a number field, press a number key. You do not need to press the Alt key.
- To type a number in a password field, hold the **Alt** key and press the number key.
- To type a letter in a number field, hold the **Alt** key and use the multi-tap input method.
- To turn on NUM lock, hold the **Shift** key and press the **Alt** key.
- To turn off NUM lock, press the **Alt** key.
- To switch typing input languages, on the Language screen, verify that the **Use Input Language Shortcut** field is set to **Yes**. Hold the **Alt** key and press the **Enter** key. Continue to hold the **Alt** key and highlight a language. Release the **Alt** key.

Insert symbols

- To insert an at sign (@) or a period (.) in an email address field, press the **Space** key.
- To type a symbol, press the **Symbol** key. To view more symbols, press the **Symbol** key again. Type the letter that appears below the symbol.

Work with text

- To highlight a line of text, press the **Shift** key and roll the trackball.
- To highlight text character by character, hold the **Shift** key and roll the trackball left or right.
- To cancel a text selection, press the **Escape** key.
- To cut highlighted text when typing, press the **Shift** key and the **Backspace/Delete** key.
- To copy highlighted text when typing, press the **Alt** key and click the trackball.
- To paste highlighted text when typing, press the **Shift** key and click the trackball.

Search shortcuts

- To search for a contact in a list of contacts, type the contact name or initials separated by a space.
- To search for text in an attachment, press **Q**.
- To search for text in a presentation attachment, verify that you are viewing the presentation in text view or in text and slide view. Press **Q**.

Attachment shortcuts

- To search for text in an attachment, press **Q**.

In a spreadsheet

- To move to a specific cell, press **A**.
- To view the content of a cell, press the **Space** key.
- To switch worksheets, press **V**. Highlight a worksheet. Press the **Enter** key.

In a presentation

- To switch presentation views, press **Z**.

- To move to the next slide, press **6**.
- To move to the previous slide, press **4**.

Browser shortcuts

- To insert a period (**.**) in the Go To dialog box, press the **Space** key.
- To insert a slash mark (**/**) in the Go To dialog box, press the **Shift** key and the **Space** key.
- To stop loading a web page, press the **Escape** key.
- To close the browser, hold the **Escape** key.

On a web page

- To move to a specific web page, press the period (**.**) key.
- To open the bookmark list, press **5**.
- To add a bookmark, press the question mark (**?**) key.
- To follow a highlighted link, press the **Enter** key.
- To hide the banner, press the exclamation point (**!**) key.
- To view the banner again, press the exclamation point (**!**) key.
- To view a thumbnail version of a web page, press **X**. To return to the normal view, press any key.

Navigate a web page

- To move up a screen, press **3**.
- To move down a screen, press **9**.
- To move to the top of a web page, press **1**.
- To move to the bottom of a web page, press **7**.

Media shortcuts

- To pause a video or song, press the **Mute** key.
- To resume playing a video or song, press the **Mute** key.
- To rotate a picture, press the comma (**,**) key.
- To zoom in to a picture, press **3**.
- To zoom out from a picture, press **9**.
- To zoom to the original picture size, press **5**.

Maps shortcuts

- To zoom in to a map, press **L**.
- To zoom out from a map, press **O**.
- To view status information at the top of a map, press **Q**.

- To hide status information at the top of a map, press **Q**.
- To switch views, press the **Space** key.

Calendar shortcuts

For shortcuts to work in Day view, in the calendar options, set the **Enable Quick Entry** field to **No**.

- To schedule an appointment, press the period (**.**) key.
- To move to the next day, week, or month, press **9**.
- To move to the previous day, week, or month, press **3**.
- To move up an hour, press **2**.
- To move down an hour, press **8**.
- To move to the current date, press the exclamation point (**!**) key.

Phone

Phone basics

Find your phone number

Open the phone.

The My Number field displays your phone number.

Make a call

1. On the Home screen or in the phone, perform one of the following actions:
    - Type a phone number.
    - Type part of a contact name. Highlight a contact or phone number.
2. Press the key.

To end the call, press the key.

Answer a call

- To answer a call, click **Answer**.
- To end a current call and answer the incoming call, click **Answer** - **Drop Current**.
- To place a current call on hold and answer the incoming call, click **Answer** - **Hold Current**.
- To leave a conference call and answer the incoming call, click **Answer** - **Drop All**.

To end the call, press the **End** key.

Ignore a call

Click **Ignore**.

Mute a call

During a call, press the **Mute** key.

To turn mute off, press the **Mute** key again.

Place a call on hold

1. During a call, press the **Menu** key.
2. Click **Hold**.

To resume a call, press the **Menu** key. Click **Resume**.

Turn on the speakerphone

During a call, press the period (.) key.

To turn off the speakerphone, press the period (.) key again.

Do not hold the BlackBerry® device near your ear while you use the speakerphone. Hearing damage can occur. For more information, see the safety and product information booklet for your device.

Dial using numbers or letters

When you type a letter in a phone number, your BlackBerry® device dials the number that is associated with the letter on a conventional phone keypad.

- To type a number, press a number key.
- To type the first letter on a key, hold the **Alt** key. Press the letter key once.
- To type the second letter on a key, hold the **Alt** key. Press the letter key twice.

Switch applications during a call

1. During a call, press the **Menu** key.
2. Click **Home Screen**.

Note: If you switch to a different application and you want to end the call, press the **End** key.

Switch calls

1. During a call, if you receive another call, click **Answer - Hold Current**.
2. Click **Swap**.

Make a call when the device is locked

Verify that dialing from the Lock screen is turned on.

1. On the Lock screen, press the **Enter** key.
2. Click **Place Call**.
3. Perform one of the following actions:
    - Type a phone number.
    - Type part of a contact name. Click a contact or phone number.
4. Press the **Send** key.

To end the call, press the **End** key.

Use a headset

You can purchase an optional headset to use with your BlackBerry® device.

- To answer a call, press the headset button.
- To turn on mute during a call, press the headset button. To turn off mute, press the headset button again.
- To end a call, hold the headset button.
- To make a call using a voice command, hold the headset button. Say the command.
- To pause a song, press the headset button. To resume playing the song, press the headset button again.

For more information about using the headset, see the documentation that came with your headset.

Emergency calls

About emergency calls

Your BlackBerry® device is designed to make emergency calls even when it is locked or the SIM card is not inserted. If your device radio is turned off when you initiate an emergency call, your device is designed to turn on the radio and connect to the wireless network automatically. If you are outside of a wireless coverage area and the SOS wireless coverage indicator appears, you can only call emergency numbers.

You can only make emergency calls by typing official emergency access numbers (for example, 911 in North America or 112 in countries that are part of the European Union).

Make an emergency call

- If your keyboard or BlackBerry® device is unlocked, in the phone, type the emergency number. Press the **Send** key.
- If your keyboard or device is locked, press the **Enter** key. Click **Emergency Call**. Click **Yes**.

Volume

Adjust the volume

- To increase the volume, press the **Volume Up** key.
- To decrease the volume, press the **Volume Down** key.

Set the default volume for calls

1. In the phone, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Default Call Volume** field.
5. Press the **Menu** key.
6. Click **Save**.

Voice dialing

Make a call using a voice command

If you are using a Bluetooth® enabled device, such as a handsfree car kit or wireless headset, verify that the Bluetooth enabled device supports this feature and that you have paired the Bluetooth enabled device with your BlackBerry® device.
You cannot make calls to emergency numbers using voice commands.

1. In the voice dialing application, wait for the sound.
2. Say "**Call**" and a contact name or phone number.

To end the call, press the **End** key.

Dial an extension using a voice command

Verify that you have set smart dialing options.
You can dial extensions only within your company.

Say "**Call extension**" and the extension number.

Check your phone number using a voice command

1. In the voice dialing application, wait for the sound.
2. Say "**Check my phone number**."

Set the voice dialing language

Verify that your BlackBerry® Device Software supports multiple languages. For more information, contact your system administrator or wireless service provider.

1. In the device options, click **Language**.
2. Set the **Voice Dialing Language** field.
3. Press the **Menu** key.
4. Click **Save**.

Turn off choice lists for voice commands

1. In the device options, click **Voice Dialing**.
2. Set the **Choice Lists** field to **Always Off**.
3. Press the **Menu** key.
4. Click **Save**.

If your BlackBerry® device identifies more than one possible match to a voice command, your device selects the best match and dials the phone number automatically.

Set the matching sensitivity level for voice commands

1. In the device options, click **Voice Dialing**.
2. Perform one of the following actions:
    - To increase matches, set the **Sensitivity** field closer to **Reject Less**.
    - To reduce the number of incorrect matches, set the **Sensitivity** field closer to **Reject More**.
3. Press the **Menu** key.
4. Click **Save**.

Turn off voice prompts

1. In the voice dialing application, wait for the sound.
2. Say "**Turn prompts off**."

Set playback options for voice dialing

1. In the device options, click **Voice Dialing**.
2. Perform any of the following actions:
    - To turn off playback for phone numbers, set the **Digit Playback** field to **Disabled**.
    - To turn off playback for contacts, set the **Name Playback** field to **Disabled**.
    - To set how quickly playback for contacts occurs, set the **Name Playback Speed** field.
    - To set the playback volume for contacts, set the **Name Playback Volume** field.
3. Press the **Menu** key.
4. Click **Save**.

Improve voice recognition of numbers

1. In the device options, click **Voice Dialing**.
2. Press the **Menu** key.
3. Click **Adapt Digits**.
4. Complete the instructions on the screen.

Voice mail

Check your voice mail

Verify that you have a voice mail access number.
Depending on your theme, you might be able to check your voice mail from the Home screen.

1. In the phone, press the **Menu** key.

2. Click **Call Voice Mail**.

Set a voice mail access number

If your SIM card is set up for voice mail, the voice mail access number might already be available. Contact your wireless service provider for more information about voice mail for your SIM card.

1. In the phone, press the **Menu** key.
2. Click **Options**.
3. Click **Voice Mail**.
4. Type a voice mail access number and a password.
5. Press the **Menu** key.
6. Click **Save**.

Note: If your SIM card is not set up for voice mail, you can type the access number for a different voice mail system.

Speed dial

Make a call using speed dial

You can make a call using speed dial in the phone, on the Home screen, in a message list, or in an open message.

Hold the key that you have assigned to the contact or phone number.

Assign a speed dial number to a key

1. In the phone, press the **Menu** key.
2. Click **View Speed Dial List**.
3. Click an unassigned key.
4. Click **New Speed Dial**.
5. Click a contact.

Change a speed dial number

1. In the phone, press the **Menu** key.
2. Click **View Speed Dial List**.
3. Click a contact or phone number.
4. Perform one of the following actions:
    - To change the contact that is assigned to a speed dial key, click **Edit**. Click a new contact.
    - To assign the contact to a different speed dial key, click **Move**. Roll the trackball to move the contact to the new speed dial key. Click the trackball.
    - To delete the contact from the speed dial list, click **Delete**.

Conference calls

Make a conference call

1. During a call, press the **Send** key.
2. Type a phone number or highlight a contact.
3. Press the **Send** key.
4. During the second call, press the **Menu** key.
5. Click **Join**.

Note: When you add more than two numbers to a conference call, place the conference call on hold before you call the next phone number or contact.

Create a phone number link for a conference call

1. Type a phone number for the conference call bridge.
2. Perform one of the following actions:
    - Type **X** and the access code.
    - Insert a pause or wait and type the access code.

Note: If you add a pause or wait when creating a phone number link for a conference call in a message, an appointment, or a meeting, type **Tel:** before the phone number for the conference call bridge. Do not type a space between Tel: and the phone number.

Speak privately with a contact during a conference call

1. During a conference call, press the **Menu** key.
2. Click **Split Call**.

Disconnect a contact from a conference call

1. During a conference call, press the **Menu** key.
2. Click **Drop Call**.
3. Click a contact.

Leave a conference call

1. During a conference call, press the **Menu** key.
2. Click **Transfer**.

Caller ID

Add a caller ID picture for a contact

1. In the address book, highlight a contact.
2. Press the **Menu** key.
3. Click **Add Picture**.
4. Highlight a picture.
5. Press the **Menu** key.
6. Click **Select**.
7. Center the picture in the box.
8. Click the trackball.
9. Click **Crop and Save**.

Change the caller ID picture for a contact

1. When changing a contact, highlight the caller ID picture.
2. Press the **Menu** key.
3. Click **Add Picture**.
4. Highlight a picture.
5. Press the **Menu** key.
6. Click **Select**.
7. Center the picture in the box.
8. Press the **Menu** key.
9. Click **Save**.

Delete the caller ID picture for a contact

1. In the address book, highlight a contact.
2. Press the **Menu** key.
3. Click **Edit**.
4. Click the caller ID picture.
5. Click **Delete Picture**.
6. Click the trackball.
7. Click **Save**.

Call logs

About call logs

Call logs include the date on which you called your contact, the phone number that you called, and the duration of the call. You can also add notes to your call logs. You can view call logs in the phone or, depending on how you set your call logging options, you can view call logs in a message list. Depending on your theme, missed calls might also appear on the Home screen.

Your BlackBerry® device stores call logs for 30 days.

View call logs in a message list

1. In the phone, press the **Menu** key.
2. Click **Options**.
3. Click **Call Logging**.
4. Select a call log type option.

To hide call logs in a message list, select the **None** option.

Add notes to a call log

1. In the phone, highlight a call log.
2. Press the **Menu** key.
3. Click **View History**.
4. Press the **Menu** key.
5. Click **Add Notes**.
6. Type call notes.
7. Click the trackball.
8. Click **Save**.

Change call log notes

1. In the phone, highlight a call log.
2. Press the **Menu** key.
3. Click **View History**.
4. Press the **Menu** key.
5. Click **Edit Notes**.
6. Change the call notes.
7. Click the trackball.
8. Click **Save**.

Forward a call log

1. In the phone, highlight a call log.
2. Press the **Menu** key.
3. Click **View History**.
4. Press the **Menu** key.
5. Click **Forward**.

Delete call log notes

1. In the phone, highlight a call log.
2. Press the **Menu** key.
3. Click **View History**.
4. Press the **Menu** key.
5. Click **Edit Notes**.
6. Press the **Menu** key.
7. Click **Clear Field**.
8. Click the trackball.
9. Click **Save**.

Call waiting

Call waiting prerequisites

- Verify that your wireless service plan includes this service.
- Verify that your wireless service provider has set up your SIM card for this service.

Turn on call waiting

1. In the phone, press the **Menu** key.
2. Click **Options**.
3. Click **Call Waiting**.
4. Set the **Call Waiting Enabled** field to **Yes**.
5. Press the **Menu** key.
6. Click **Save**.

To turn off call waiting, set the **Call Waiting Enabled** field to **No**.

Call forwarding

About call forwarding

Depending on your wireless service provider, one or more call forwarding phone numbers might already be available on your SIM card. You might not be able to change or delete these phone numbers or add new ones.

For more information, contact your wireless service provider.

Call forwarding prerequisites

- Verify that your wireless service plan includes this service.
- Verify that your wireless service provider has set up your SIM card for this service.

Forward calls

Verify that you have one or more call forwarding phone numbers.

1. In the phone, press the **Menu** key.
2. Click **Options**.
3. Click **Call Forwarding**.
4. Click a call type.
5. Click **Do Not Forward** or the current call forwarding phone number.
6. Click a call forwarding phone number.
7. Press the **Menu** key.
8. Click **Save**.

To stop forwarding calls, set the call forwarding phone number to **Do Not Forward**.

Add a call forwarding phone number

1. In the phone, press the **Menu** key.
2. Click **Options**.
3. Click **Call Forwarding**.
4. Press the **Menu** key.
5. Click **New Number**.
6. Type a phone number.
7. Press the **Enter** key.
8. Press the **Menu** key.
9. Click **Close**.

Change a call forwarding phone number

You can only change call forwarding phone numbers that you have added.

1. In the phone, press the **Menu** key.
2. Click **Options**.
3. Click **Call Forwarding**.
4. Press the **Menu** key.
5. Click **Edit Numbers**.
6. Click a phone number.
7. Click **Edit**.
8. Change the phone number.
9. Click the trackball.

Delete a call forwarding phone number

You can only delete call forwarding phone numbers that you have added.

1. In the phone, press the **Menu** key.
2. Click **Options**.
3. Click **Call Forwarding**.
4. Press the **Menu** key.
5. Click **Edit Numbers**.
6. Click a phone number.
7. Click **Delete**.

Call blocking

About call blocking

You can block all incoming calls or block incoming calls only when your BlackBerry® device roams to another wireless network.

You can also block all outgoing calls and all outgoing international calls, or you can block outgoing international calls only when your device roams to another wireless network.

Call blocking prerequisites

- Verify that your wireless service plan includes this service.
- Verify that your wireless service provider has set up your SIM card for this service.
- Verify that your wireless service provider has provided you with a call blocking password.

Block calls

1. In the phone, press the **Menu** key.
2. Click **Options**.
3. Click **Call Barring**.
4. Highlight a call blocking option.
5. Press the **Menu** key.
6. Click **Enable**.
7. Type your call blocking password.

To stop blocking calls, highlight a call blocking option. Press the **Menu** key. Click **Disable**.

Change the call blocking password

1. In the phone, press the **Menu** key.
2. Click **Options**.
3. Click **Call Barring**.
4. Press the **Menu** key.
5. Click **Change Password**.

Fixed dialing

About fixed dialing

If you turn on fixed dialing, you can only make calls to contacts that appear in your fixed dialing list.

You can make an emergency call when fixed dialing is turned on, even if the emergency number does not appear in your fixed dialing list.

If your wireless service plan includes SMS text messaging, you can also send SMS text messages to contacts that appear in your fixed dialing list.

Fixed dialing prerequisites

- Verify that your wireless service provider has set up your SIM card for this service.
- Verify that your wireless service provider has provided you with a SIM card PIN 2 code.

Turn on fixed dialing

1. In the phone, press the **Menu** key.
2. Click **Options**.
3. Click **FDN Phone List**.

4. Press the **Menu** key.
5. Click **Enable FDN Mode**.
6. Type your PIN2 code.
7. Click the trackball.

To turn off fixed dialing, press the **Menu** key. Click **Disable FDN Mode**.

Add a contact to your fixed dialing list

1. In the phone, press the **Menu** key.
2. Click **Options**.
3. Click **FDN Phone List**.
4. Click the trackball.
5. Click **New**.
6. Type your PIN2 code.
7. Press the **Menu** key.
8. Type a name and a phone number.
9. Press the **Menu** key.
10. Click **Save**.

Change a contact in your fixed dialing list

1. In the phone, press the **Menu** key.
2. Click **Options**.
3. Click **FDN Phone List**.
4. Highlight a contact.
5. Press the **Menu** key.
6. Click **Edit**.
7. Change the contact information.
8. Press the **Menu** key.
9. Click **Save**.

Delete a contact from your fixed dialing list

1. In the phone, press the **Menu** key.
2. Click **Options**.
3. Click **FDN Phone List**.
4. Highlight a contact.
5. Press the **Menu** key.
6. Click **Delete**.

Smart dialing

About smart dialing

You can specify default country and area codes so that any numbers that are specified as links, or any numbers in your address book that do not contain these codes, are dialed correctly.

If you call an organization frequently, you can also set your smart-dialing options so that you do not have to type the main number for the organization.

Set the default country code and area code

1. In the phone, press the **Menu** key.
2. Click **Options**.
3. Click **Smart Dialing**.
4. Set the **Country Code** and **Area Code** fields.
5. In the **National Number Length** field, set the default length for phone numbers in your country.
6. Press the **Menu** key.
7. Click **Save**.

Note: When you calculate the default length for phone numbers, include your area code and local number, but do not include your country code or the National Direct Dialing prefix.

Set options for dialing extensions

1. In the phone, press the **Menu** key.
2. Click **Options**.
3. Click **Smart Dialing**.
4. In the **Number** field, type the main phone number for an organization.
5. Set how long the BlackBerry® device waits before dialing an extension.
6. In the **Extension Length** field, set the default length for extensions.
7. Press the **Menu** key.
8. Click **Save**.

TTY support

About TTY support

When you turn on TTY support and you connect your BlackBerry® device to a TTY device, you can make calls to and receive calls from TTY devices. Your BlackBerry device is designed to convert received calls to text that you can read on your TTY device.

TTY support prerequisites

- Verify that your wireless service provider supports this feature.
- Verify that your TTY device operates at 45.45 bits per second.
- Verify that you have inserted the TTY device connector into your BlackBerry® device headset jack. If you use an RJ-11 connector, you must use an adapter to connect the TTY device to your BlackBerry device.

Turn on TTY support

1. In the phone, press the **Menu** key.
2. Click **Options**.
3. Click **TTY**.
4. Set the **TTY Mode** field to **Yes**.
5. Press the **Menu** key.
6. Click **Save**.

A TTY indicator appears in the device status section of the screen.
To turn off TTY support, set the **TTY Mode** field to **No**.

Phone settings

Hide your phone number from contacts when you make calls

1. In the phone, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Restrict My Identity** field to **Always**.
5. Press the **Menu** key.
6. Click **Save**.

Turn on dialing from the Lock screen

1. In the device options, click **Security Options**.
2. Click **General Settings**.
3. Set the **Allow Outgoing Calls While Locked** field to **Yes**.
4. Press the **Menu** key.
5. Click **Save**.

Sort phone numbers or contacts on the Phone screen

1. In the phone, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Perform one of the following actions:
    - To sort phone numbers or contacts by frequency of use, set the **Phone List View** field to **Most Used**.
    - To sort contacts alphabetically by contact name, set the **Phone List View** field to **Name**.
    - To sort phone numbers or contacts by recency of use, set the **Phone List View** field to **Most Recent**.
5. Press the **Menu** key.
6. Click **Save**.

To sort phone numbers or contacts by call logs again, set the **Phone List View** field to **Call Log**.

Turn off the prompt that appears before you delete items

You can turn off the prompt that appears before you delete items in a message list, the phone, the address book, the calendar, the task list, the memo list, or the password keeper.

1. In an application, press the **Menu** key.
2. Click **Options**.
3. Set the **Confirm Delete** field to **No**.
4. Press the **Menu** key.
5. Click **Save**.

Stop ending calls when you insert your device in the holster

1. In the phone, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Auto End Calls** field to **Never**.
5. Press the **Menu** key.
6. Click **Save**.

Stop answering calls when you remove your device from the holster

1. In the phone, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Auto Answer Calls** field to **Never**.
5. Press the **Menu** key.

6. Click **Save**.

Reset a call timer

1. In the phone, press the **Menu** key.
2. Click **Status**.
3. Click **Last Call** or **Total Calls**.
4. Click **Clear Timer**.
5. Press the **Menu** key.
6. Click **Save**.

Turn off trackball lights

1. In the phone, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Ringtone Lighting** field to **Off**.
5. Press the **Menu** key.
6. Click **Save**.

Phone shortcuts

- To answer a call, press the **Send** key.
- To insert a plus sign (**+**) when typing a phone number, hold **0**.
- To add an extension to a phone number, press the **X** key. Type the extension number.
- To assign a speed dial number to a key, on the Home screen or in the phone, hold the key.
- To turn on the speakerphone during a call, press the period (**.**) key.
- To turn off the speakerphone during a call, press the period (**.**) key.
- To check your voice mail, hold **1**.
- To type a letter in a phone number field, hold the **Alt** key. Use the multi-tap input method to type the letter.
- To move to the top of the Phone screen, press the **Space** key.
- To view the last phone number that you typed, scroll to the top of the Phone screen and press the **Enter** key. Press the **Send** key to dial the number.
- To view your contact list in the phone, hold the **Send** key.

Phone troubleshooting

I cannot make or receive calls

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.
- If you cannot make calls and fixed dialing is turned on, verify that the phone number for your contact appears in your fixed dialing list or turn off fixed dialing.
- If you have traveled to another country and you have not changed your smart-dialing options, dial the full phone number, including the country code and area code, for your contact.
- If you are not receiving calls, verify that call blocking and call forwarding are turned off.

My phone number appears as Unknown in the phone

Try changing the phone number on your SIM card to change how your phone number appears in the phone. In the device options, click **Advanced Options**. Click **SIM Card**. Press the **Menu** key. Click **Edit SIM Phone Number**. Type your phone number. Click the trackball.

Note: If you change the phone number on your SIM card, you do not change the phone number that your BlackBerry® device uses to make and receive calls.

I cannot make calls using a voice command

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.
- If you are using a Bluetooth® enabled device, such as a handsfree car kit or wireless headset, verify that the Bluetooth enabled device supports this feature and that you have paired the Bluetooth enabled device with your BlackBerry device.
- If your keyboard is locked, unlock your keyboard.
- Verify that the language that you use to say voice commands is the same as the voice dialing language that you have set in the language options. Certain languages might not be supported.

My device does not recognize names or numbers in voice commands

Try performing the following actions:

- Say the first name and the last name of your contact.
- Use standard pronunciation rules when you say a voice command.
- If your BlackBerry® device does not often identify matches, set the matching sensitivity level to reject less.
- If your device often identifies incorrect matches, set the matching sensitivity level to reject more.
- Adapt digit dialing to improve voice recognition of numbers.

Voice dialing

Make a call using a voice command

If you are using a Bluetooth® enabled device, such as a handsfree car kit or wireless headset, verify that the Bluetooth enabled device supports this feature and that you have paired the Bluetooth enabled device with your BlackBerry® device.
You cannot make calls to emergency numbers using voice commands.

1. In the voice dialing application, wait for the sound.
2. Say "**Call**" and a contact name or phone number.

To end the call, press the **End** key.

Dial an extension using a voice command

Verify that you have set smart dialing options.
You can dial extensions only within your company.

Say "**Call extension**" and the extension number.

Use a headset

You can purchase an optional headset to use with your BlackBerry® device.

- To answer a call, press the headset button.
- To turn on mute during a call, press the headset button. To turn off mute, press the headset button again.
- To end a call, hold the headset button.
- To make a call using a voice command, hold the headset button. Say the command.
- To pause a song, press the headset button. To resume playing the song, press the headset button again.

For more information about using the headset, see the documentation that came with your headset.

Check your phone number using a voice command

1. In the voice dialing application, wait for the sound.
2. Say "**Check my phone number**."

Check the wireless coverage level using a voice command

1. In the voice dialing application, wait for the sound.
2. Say "**Check coverage**."

Check the battery power level using a voice command

1. In the voice dialing application, wait for the sound.
2. Say "**Check battery**."

Set the voice dialing language

Verify that your BlackBerry® Device Software supports multiple languages. For more information, contact your system administrator or wireless service provider.

1. In the device options, click **Language**.
2. Set the **Voice Dialing Language** field.
3. Press the **Menu** key.
4. Click **Save**.

Turn off choice lists for voice commands

1. In the device options, click **Voice Dialing**.
2. Set the **Choice Lists** field to **Always Off**.
3. Press the **Menu** key.
4. Click **Save**.

If your BlackBerry® device identifies more than one possible match to a voice command, your device selects the best match and dials the phone number automatically.

Set the matching sensitivity level for voice commands

1. In the device options, click **Voice Dialing**.
2. Perform one of the following actions:
    - To increase matches, set the **Sensitivity** field closer to **Reject Less**.
    - To reduce the number of incorrect matches, set the **Sensitivity** field closer to **Reject More**.
3. Press the **Menu** key.
4. Click **Save**.

Turn off voice prompts

1. In the voice dialing application, wait for the sound.
2. Say "**Turn prompts off**."

Set playback options for voice dialing

1. In the device options, click **Voice Dialing**.
2. Perform any of the following actions:
    - To turn off playback for phone numbers, set the **Digit Playback** field to **Disabled**.
    - To turn off playback for contacts, set the **Name Playback** field to **Disabled**.
    - To set how quickly playback for contacts occurs, set the **Name Playback Speed** field.
    - To set the playback volume for contacts, set the **Name Playback Volume** field.
3. Press the **Menu** key.
4. Click **Save**.

Improve voice recognition of numbers

1. In the device options, click **Voice Dialing**.
2. Press the **Menu** key.
3. Click **Adapt Digits**.
4. Complete the instructions on the screen.

Voice dialing troubleshooting

I cannot make calls using a voice command

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.
- If you are using a Bluetooth® enabled device, such as a handsfree car kit or wireless headset, verify that the Bluetooth enabled device supports this feature and that you have paired the Bluetooth enabled device with your BlackBerry device.
- If your keyboard is locked, unlock your keyboard.
- Verify that the language that you use to say voice commands is the same as the voice dialing language that you have set in the language options. Certain languages might not be supported.

My device does not recognize names or numbers in voice commands

Try performing the following actions:

- Say the first name and the last name of your contact.
- Use standard pronunciation rules when you say a voice command.
- If your BlackBerry® device does not often identify matches, set the matching sensitivity level to reject less.
- If your device often identifies incorrect matches, set the matching sensitivity level to reject more.

- Adapt digit dialing to improve voice recognition of numbers.

Camera

Zoom in to or out from a subject

In the camera, perform one of the following actions:

- To zoom in, roll the trackball up.
- To zoom out, roll the trackball down.

Take a picture

By default, when you take a picture, the camera saves the picture to the BlackBerry® device memory.

1. In the camera, click the trackball.
2. Perform one of the following actions:
    - To take another picture, click the **camera** icon.
    - To delete the picture, click the **trash can** icon.
    - To set the picture as a caller ID picture or Home screen background, click the **crop** icon.
    - To forward the picture, click the **envelope** icon.
    - To rename and save the picture, click the **folder** icon.

Set the default flash mode

1. In the camera, press the **Menu** key.
2. Click **Options**.
3. Set the **Default Flash Setting** field.
4. Press the **Menu** key.
5. Click **Save**.

Change the flash mode for a picture

In the camera, press the **Space** key.

The flash mode indicator in the lower-right corner of the screen displays the current flash mode.

Set a location for storing pictures

1. In the camera, press the **Menu** key.
2. Click **Options**.
3. Set the **Store Pictures** and **Folder** fields.

4. Press the **Menu** key.
5. Click **Save**.

Set picture size

1. In the camera, press the **Menu** key.
2. Click **Options**.
3. Set the **Picture Size** field.
4. Press the **Menu** key.
5. Click **Save**.

Set picture quality

You can set the fineness of detail that the camera captures in pictures. The finer the detail of a picture, the more memory the picture requires.

1. In the camera, press the **Menu** key.
2. Click **Options**.
3. Set the **Picture Quality** field.
4. Press the **Menu** key.
5. Click **Save**.

Set white balance

Lighting conditions can affect the colors in pictures. Set the white balance to compensate for different lighting conditions.

1. In the camera, press the **Menu** key.
2. Click **Options**.
3. Set the **White Balance** field.
4. Press the **Menu** key.
5. Click **Save**.

View the number of remaining pictures

Open the camera.

The approximate number of pictures that you can save appears in the lower-left corner of the screen.

Set the amount of memory available for media files

1. In the media application, click a media type.

2. Press the **Menu** key.
3. Click **Options**.
4. Perform any of the following actions:
    - To set the maximum amount of BlackBerry® device memory available for all media files, set the **Device Memory Limit** field.
    - To set the minimum amount of device memory available for pictures, set the **Reserved Pictures Memory** field.
5. Press the **Menu** key.
6. Click **Save**.

Camera shortcuts

- To take a picture, press the **Right Convenience** key.
- To zoom in to a subject, press the **Volume Up** key.
- To zoom out from a subject, press the **Volume Down** key.

Camera troubleshooting

I cannot save pictures

Your BlackBerry® device memory or media card might not have enough available memory to save pictures.

Try performing the following actions:

- If you are trying to save a picture to your device memory, delete old data or messages from your device.
- If you are trying to save a picture on your media card, delete old media files.
- In the camera options, verify that the **Picture Quality** field is not set to **Superfine**. Superfine pictures use more memory than fine or normal pictures.
- Increase the maximum amount of memory available for pictures.

The flash dims or turns off

If the battery power level drops below 20 percent, the flash dims to conserve battery power. In cold temperatures, when the battery power level drops below 20 percent, the flash might turn off.

Email messages

Email message basics

Open a message

In a message list, click a message.

Note: If your BlackBerry® device is associated with more than one email address, you might be able to open messages from the message list for a specific email address.

Send an email message

1. In a message list, press the key.
2. Click **Compose Email**.
3. In the **To** field, perform one of the following actions:
   - Type an email address.
   - Type a contact name.
   - Type part of a contact name. Click a contact.
4. Type a message.
5. Click the trackball.
6. Click **Send**.

Note: If your BlackBerry® device is associated with more than one email address, in the Send Using field, you can set the email address that you want to use to send the email message.

Save a draft of a message

1. When composing a message, click the trackball.
2. Click **Save Draft**.

Blind carbon copy a contact

1. When composing a message, press the **Menu** key.
2. Click **Add Bcc**.

Attach a contact to a message

1. When composing a message, press the **Menu** key.
2. Click **Attach Address**.
3. Click a contact.

4. Click **Continue**.

Set the importance level for a message

1. When composing a message, press the **Menu** key.
2. Click **Options**.
3. Set the **Importance** field.
4. Press the **Menu** key.
5. Click **Save**.

Save a message

1. In a message, press the **Menu** key.
2. Click **Save**.

Reply to a message

1. In a message, click the trackball.
2. Click **Reply** or **Reply to All**.

Delete the original text from a reply message

1. When replying to a message, press the **Menu** key.
2. Click **Delete Original Text**.

Forward a message

1. In a message, press the **Menu** key.
2. Click **Forward** or **Forward As**.
3. Click a message type.

Delete a message

1. In a message, click the trackball.
2. Click **Delete**.

Delete multiple messages

1. In a message list, highlight a date field.
2. Press the **Menu** key.
3. Click **Delete Prior**.

Note: Email messages that you delete using the Delete Prior menu item are not deleted from the email application on your computer during email reconciliation.

Mark a message as opened or unopened

In a message list, perform one of the following actions:

- Highlight a message. Press the **Menu** key. Click **Mark Opened** or **Mark Unopened**.
- Highlight a date field. Press the **Menu** key. Click **Mark Prior Opened**.

Create a link for a PIN

When typing text, type **pin:** and the PIN.

Search for text in a message, attachment, web page, or memo

To search for text in a presentation attachment, verify that you are viewing the presentation in text view or in text and slide view.

1. In a message, attachment, web page, or memo, press the **Menu** key.
2. Click **Find**.
3. Type the text.
4. Press the **Enter** key.

To search for the next instance of the text, press the **Menu** key. Click **Find Next**.

Email message folders

File an email message

Verify that wireless email reconciliation is turned on.

1. In a message list, highlight an email message.
2. Press the **Menu** key.
3. Click **File**.
4. Click an email message folder.

Add, change, or delete an email message folder

You can add, change, or delete the email message folder in the email application on your computer. If wireless email reconciliation is turned on, your BlackBerry® device receives changes that you make to the email message folder on your computer over the wireless network.

If wireless email reconciliation is turned off or is not available for your device, reconcile the changes using the email settings tool of the BlackBerry Desktop Manager. See the *BlackBerry Desktop Software Online Help* for more information about email reconciliation.

Hide filed email messages

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Hide Filed Messages** field to **Yes**.
5. Press the **Menu** key.
6. Click **Save**.

View messages in a specific folder

1. In a message list, press the **Menu** key.
2. Click **View Folder**.
3. Click a folder.

Sent messages

Resend a message

1. In a sent message, press the **Menu** key.
2. Perform one of the following actions:
    - To change the message, click **Edit**. Change the message. Click the trackball. Click **Send**.
    - To change the recipients, click **Edit**. Highlight a contact. Press the **Menu** key. Click **Change Address**. Click a new contact. Click the trackball. Click **Send**.
    - To resend the message without changing it, click **Resend**.

Stop a message from sending

Verify that you are not in a wireless coverage area and your BlackBerry® device is not connected to the wireless network. A clock icon should appear beside the message.

1. In a message list, highlight the message.
2. Press the **Menu** key.
3. Click **Delete**.

Hide sent messages

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.

4. Set the **Hide Sent Messages** field to **Yes**.
5. Press the **Menu** key.
6. Click **Save**.

Note: If you set your device to hide sent messages, sent messages continue to appear in the history of SMS text messages.

Stop storing messages sent from your device on your computer

By default, a copy of messages that you send from your BlackBerry® device appears in the sent items folder in the email application on your computer.

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **Email Settings**.
4. Set the **Save Copy In Sent Folder** field to **No**.
5. Press the **Menu** key.
6. Click **Save**.

Stop storing messages sent from your computer on your device

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **Email Settings**.
4. Press the **Menu** key.
5. Click **Folder Redirection**.
6. Clear the check box beside the **Sent Items** folder.
7. Press the **Menu** key.
8. Click **Save**.

Email message filters

About email message filters

You can create email message filters to specify which email messages are forwarded to your BlackBerry® device and which remain in the email application on your computer.

Email message filters are applied to email messages based on the order in which they appear in your list of email message filters. If you create multiple email message filters that could apply to the same email message, you must decide which one should be applied first by placing that filter higher in the list.

Create an email message filter

Verify that your BlackBerry® device is associated with an email account that uses a BlackBerry Enterprise Server that supports this feature. For more information, contact your system administrator. If you use the BlackBerry Internet Service, see the *BlackBerry Internet Service Online Help* for more information.

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **Email Filters**.
4. Press the **Menu** key.
5. Click **New**.
6. Type a name for the email message filter.
7. Set the email message filter options.
8. Press the **Menu** key.
9. Click **Save**.

Create an email message filter based on a contact or subject

1. In a message list, highlight an email message.
2. Press the **Menu** key.
3. Click **Filter Sender** or **Filter Subject**.
4. Type a name for the email message filter.
5. Set the email message filter options.
6. Press the **Menu** key.
7. Click **Save**.

Email message filter options

From:
Specify one or more contacts or email addresses that the email message filter should search for in the From field of email messages. Separate multiple contacts or email addresses with a semicolon (;). To specify that the email message filter should search for all contacts or email messages that contain specific text, type the text and use an asterisk (*) as a wildcard character to represent the rest of the contact or email address.

Sent To:
Specify one or more contacts or email addresses that the email message filter should search for in the Sent To field of email messages. Separate multiple contacts or email addresses with a semicolon (;). To specify that the email message filter should search for all contacts or email messages that contain specific text, type the text and use an asterisk (*) as a wildcard character to represent the rest of the contact or email address.

Subject:
Type text that the email message filter should search for in the subject of email messages.

Message:
Type text that the email message filter should search for in the body of email messages.

Sent directly to me:
Set whether the email message filter applies to email messages that include your email address in the To field.

CC to me:
Set whether the email message filter applies to email messages that include your email address in the CC field.

BCC to me:
Set whether the email message filter applies to email messages that include your email address in the BCC field.

Importance:
Set the importance level of email messages that the email message filter applies to.

Sensitivity:
Set the sensitivity level of email messages that the email message filter applies to.

Action:
Set whether email messages that the email message filter applies to are forwarded to your BlackBerry® device. If email messages are forwarded, specify whether they are forwarded with high importance or with the email message header only.

Turn on an email message filter

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **Email Filters**.
4. Select the check box beside an email message filter.

Change an email message filter

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **Email Filters**.
4. Highlight an email message filter.
5. Press the **Menu** key.
6. Click **Edit**.
7. Change the email message filter options.
8. Press the **Menu** key.
9. Click **Save**.

Change the order of email message filters

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **Email Filters**.
4. Highlight an email message filter.
5. Press the **Menu** key.
6. Click **Move**.

7. Roll the trackball to the new location.
8. Click the trackball.

Forward email messages to your device when no filters apply

Verify that your BlackBerry® device is associated with an email account that uses a BlackBerry Enterprise Server that supports this feature. For more information, contact your system administrator. If you use the BlackBerry Internet Service, see the *BlackBerry Internet Service Online Help* for more information.

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **Email Filters**.
4. Set the **If no filters apply, send email to handheld** option to **Yes**.
5. Press the **Menu** key.
6. Click **Save**.

Delete an email message filter

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **Email Filters**.
4. Highlight an email message filter.
5. Press the **Menu** key.
6. Click **Delete**.

Email message forwarding

Forward messages from a specific email message folder to your device

Verify that your BlackBerry® device is associated with an email account that uses BlackBerry Enterprise Server version 4.0 or later.

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **Email Settings**.
4. Press the **Menu** key.
5. Click **Folder Redirection**.
6. Select the check box beside an email message folder.
7. Press the **Menu** key.
8. Click **Save**.

Note: If you click the Select All menu item, all email messages, including email messages that appear in the sent items folder in the email application on your computer, appear on your device.

Stop forwarding email messages to your device

Verify that your BlackBerry® device is associated with an email account that uses BlackBerry Enterprise Server version 4.0 or later.

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **Email Settings**.
4. Set the **Send Email to Handheld** field to **No**.
5. Press the **Menu** key.
6. Click **Save**.

To forward email messages to your device again, set the **Send Email to Handheld** field to **Yes**.

Block incoming messages

If your BlackBerry® device is associated with an email account that uses a BlackBerry Enterprise Server, you might not be able to block PIN messages from contacts in your organization. For more information, contact your system administrator.

1. In the device options, click **Security Options**.
2. Click **Firewall**.
3. Select the check box beside one or more message types.
4. Press the **Menu** key.
5. Click **Save**.

Note: Blocked messages might contribute to your wireless service plan data usage. You can prevent messages from being forwarded to your device without contributing to data usage by turning off email message forwarding or using email message filters.

Reset a blocked message counter

1. In the device options, click **Security Options**.
2. Click **Firewall**.
3. Highlight a message type.
4. Press the **Menu** key.
5. Click **Reset Count** or **Reset All Counts**.

Message settings

Request delivery or read confirmation for email messages

Verify that your BlackBerry® device is associated with an email account that uses the BlackBerry Internet Service.

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **Email Settings**.

4. In the **Delivery Status Notification** section, perform any of the following actions:
    - To send read notification when a sender requests it, set the **Send Read Receipts** field.
    - To request delivery or read notification when you send email messages, set the **Confirm Delivery** and **Confirm Read** fields.
5. Press the **Menu** key.
6. Click **Save**.

View an address instead of a display name

1. In a message, click a contact.
2. Click **Show Address**.

To view the display name again, click a contact. Click **Show Name**.

Add a signature

Verify that your BlackBerry® device is associated with an email account that uses a BlackBerry Enterprise Server that supports this feature. For more information, contact your system administrator. If you use the BlackBerry Internet Service, see the *BlackBerry Internet Service Online Help* for more information.

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **Email Settings**.
4. Set the **Use Auto Signature** field to **Yes**.
5. Type a signature.
6. Press the **Menu** key.
7. Click **Save**.

Your signature is added to email messages after you send them.

Set an out-of-office reply

Verify that your BlackBerry® device is associated with an email account that uses a BlackBerry Enterprise Server that supports this feature. For more information, contact your system administrator. If you use the BlackBerry Internet Service, see the *BlackBerry Internet Service Online Help* for more information.

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **Email Settings**.
4. Set the **Use Out Of Office Reply** field to **Yes**.
5. Type a reply.
6. If you use IBM® Lotus Notes®, in the **Until** field, set the date on which the out-of-office reply should turn off.
7. Press the **Menu** key.
8. Click **Save**.

To turn off the out-of-office reply, set the **Use Out Of Office Reply** field to **No**.

Set the email address that you use to send messages

Verify that your BlackBerry® device is associated with more than one email address.

1. In the device options, click **Advanced Options**.
2. Click **Message Services**.
3. Set the **Messaging (CMIME)** field.
4. Press the **Menu** key.
5. Click **Save**.

Delete the disclaimer from an email message

If your BlackBerry® device is associated with an email account that uses BlackBerry Enterprise Server version 4.0 or later, the BlackBerry Enterprise Server might add a disclaimer to email messages after you send them. You cannot change this disclaimer.

1. When composing an email message, press the **Menu** key.
2. Click **Remove Disclaimer**.

To add the disclaimer again, press the **Menu** key. Click **Add Disclaimer**.

Use color to differentiate work messages from other messages

Verify that your BlackBerry® device is associated with an email account that uses a BlackBerry Enterprise Server.

1. In the device options, click **Security Options**.
2. Click **General Settings**.
3. Perform any of the following actions:
    - To set a background color for email messages that are sent to your device through a BlackBerry Enterprise Server, set the **Enterprise Messages** field.
    - To set a background color for messages that are not sent to your device through a BlackBerry Enterprise Server, set the **Other Messages** field.
4. Press the **Menu** key.
5. Click **Save**.

Note: PIN messages might use the background color that you have set for work email messages. Contact your system administrator for more information.

Message list settings

Turn off the prompt that appears before you delete items

You can turn off the prompt that appears before you delete items in a message list, the phone, the address book, the calendar, the task list, the memo list, or the password keeper.

1. In an application, press the **Menu** key.
2. Click **Options**.

3. Set the **Confirm Delete** field to **No**.
4. Press the **Menu** key.
5. Click **Save**.

View more of the subject line for messages

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Perform any of the following actions:
    - Set the **Display Message Header On** field to **2 lines**.
    - Set the **Display Time** and **Display Name** fields to **No**.
5. Press the **Menu** key.
6. Click **Save**.

Set how long your device stores messages

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Keep Messages** field.
5. Press the **Menu** key.
6. Click **Save**.

To restore messages, set the **Keep Messages** field to a longer period of time. Messages that you received on your BlackBerry® device within the set period of time appear in a message list.

About multiple message lists

Depending on your email setup option, you might be able to associate your BlackBerry® device with more than one email account. For example, you might be able to associate your device with a work email account and one or more personal email accounts. If you associate your device with more than one email account, multiple message lists might appear on your device. In a message list for a specific email account, you can open and manage email messages for that email account, and you can send messages using the email address for the email account. See the *BlackBerry Internet Service Online Help* for more information about associating your device with more than one email account.

Depending on your theme, a separate message list might appear for SMS and MMS messages.

Use one message list or multiple message lists

By default, your BlackBerry® device theme determines whether SMS text messages appear in the same message list as email messages.

1. In a message list, press the **Menu** key.

2. Click **Options**.
3. Click **General Options**.
4. Perform one of the following actions:
    - To use one message list for all messages, set the **SMS and Email Inboxes** field to **Combined**.
    - To separate SMS text messages from email messages, set the **SMS and Email Inboxes** field to **Separate**.
5. Press the **Menu** key.
6. Click **Save**.

Hide the new or unopened message indicator

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Display Message Count** field to **None**.
5. Press the **Menu** key.
6. Click **Save**.

To view the number of unopened messages again, set the **Display Message Count** field to **Unread**. To view the new message indicator, set the **Display New Message Indicator** field to **Yes**.

View call logs in a message list

1. In the phone, press the **Menu** key.
2. Click **Options**.
3. Click **Call Logging**.
4. Select a call log type option.

To hide call logs in a message list, select the **None** option.

Message shortcuts

In a message

- To reply to a message, press the exclamation point (**!**) key.
- To reply to all, press the question mark (**?**) key.
- To forward a message, press the period (**.**) key.

In a message list

- To open a highlighted message, press the **Enter** key.
- To compose a message from a message list, press the comma (**,**) key.
- To view received messages, press the **Alt** key and **3**.
- To view sent messages, press the **Alt** key and the period (**.**) key.
- To view voice mail messages, press the **Alt** key and **7**.

- To view SMS text messages, press the **Alt** key and the question mark (**?**) key.
- To view all your messages again, press the **Escape** key.

Move around a message list

- To move up a screen, press the **Shift** key and the **Space** key.
- To move down a screen, press the **Space** key.
- To move to the top of a message list, press **1**.
- To move to the bottom of a message list, press **7**.
- To move up a message, press **2**.
- To move down a message, press **8**.
- To move to the next date, press **6**.
- To move to the previous date, press **4**.

Message troubleshooting

I cannot send messages

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, your device should send the messages when you return to a wireless coverage area.
- If the menu item for sending a message does not appear, verify that you have added an email address or PIN for your contact.
- If you created an email address or added an existing email address to your device using the email setup web site, verify that you have received an activation message on your device from the BlackBerry Internet Service. If you have not received an activation message (the message might take a short period of time to arrive), use the email setup web site to send a service book to your device.
- If you have not received a registration message from the wireless network, register your device. In the device options, click **Advanced Options**. Click **Host Routing Table**. Press the **Menu** key. Click **Register Now**.
- Generate an encryption key.
- Verify that data service is turned on.
- Resend the message.

I am not receiving messages

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, you should receive messages when you return to a wireless coverage area.
- If you created an email address or added an existing email address to your device using the email setup web site, verify that you have received an activation message on your device from the BlackBerry Internet Service. If you have not received an activation message (the message might take a short period of time to arrive), use the email setup web site to send a service book to your device.

- If you have not received a registration message from the wireless network, register your device. In the device options, click **Advanced Options**. Click **Host Routing Table**. Press the **Menu** key. Click **Register Now**.
- Verify that data service is turned on.
- If you use email message filters, verify that the options for email message filters are set correctly.
- Verify that email message forwarding is turned on and that you have selected all the email message folders, including your inbox folder, that you want to receive email messages from.
- Verify that your device is not blocking messages. For more information, contact your system administrator.

I cannot file email messages

Try performing the following actions:

- Verify that wireless email reconciliation is turned on.
- If your email message folders do not appear on your BlackBerry® device, reconcile your email messages using the email settings tool of the BlackBerry Desktop Manager. See the *BlackBerry Desktop Software Online Help* for more information.

I received notification of a new message, but no new messages appear in my message list

If you have set your BlackBerry® device to hide filed messages and you receive a new message from an email message folder in the email application on your computer other than your inbox, your device files the message.

Some messages no longer appear on my device

If your BlackBerry® device memory is full, your device deletes the oldest messages from a message list. Your device does not delete saved messages.

If wireless email reconciliation is turned on, and, in the message options, the **Delete On** field is set to **Mailbox & Handheld**, email messages that you delete in the email application on your computer are also deleted from your device.

A message or attachment is truncated

Try performing the following actions:

- Wait for a short period of time. Your BlackBerry® device receives long messages and attachments in sections.
- If "More available" appears at the end of the message or attachment, press the **Menu** key. Click **More** or **More All**.

Some email message folders appear dimmed

If you cannot forward email messages from an email message folder, the check box beside the folder appears dimmed.

Try performing the following actions:

- Wait for a few seconds. The email message folders might become available after a short period of time.
- Turn off wireless email reconciliation, and then turn it on again.

Email message filters are not working correctly

Try performing the following actions:

- Verify that your email message filters are turned on.
- Verify that your email message filters appear in the order that you want your BlackBerry® device to apply them to email messages.

I cannot use a shortcut to view one type of message in a message list

If you switch BlackBerry® devices and you restore device data from your previous device to your current device, the message list shortcuts for your previous device replace the message list shortcuts for your current device.

To view the shortcuts for viewing one type of message in a message list, view your list of saved searches.

PIN messages

PIN message basics

About PIN messages

A PIN uniquely identifies each BlackBerry® device on the network. If you know the PIN of another BlackBerry device user, you can send a PIN message to that person. PIN messages are not routed through your email account.

When your PIN message is delivered to the recipient, in a message list, a D appears with a check mark beside the PIN message.

Find your PIN

In the device options, click **Status**.

Send a PIN message

1. In a message list, press the **Menu** key.
2. Click **Compose PIN**.
3. In the **To** field, perform one of the following actions:
    - Type a PIN number. Click the trackball.
    - Type a contact name. Click the trackball.
    - Type part of a contact name. Click a contact.
4. Type a message.
5. Click the trackball.
6. Click **Send**.

Open a message

In a message list, click a message.

Note: If your BlackBerry® device is associated with more than one email address, you might be able to open messages from the message list for a specific email address.

Save a draft of a message

1. When composing a message, click the trackball.
2. Click **Save Draft**.

Blind carbon copy a contact

1. When composing a message, press the **Menu** key.
2. Click **Add Bcc**.

Attach a contact to a message

1. When composing a message, press the **Menu** key.
2. Click **Attach Address**.
3. Click a contact.
4. Click **Continue**.

Set the importance level for a message

1. When composing a message, press the **Menu** key.
2. Click **Options**.
3. Set the **Importance** field.
4. Press the **Menu** key.
5. Click **Save**.

Set a high importance level for received PIN messages

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Make PIN Messages Level 1** field to **Yes**.
5. Press the **Menu** key.
6. Click **Save**.

Save a message

1. In a message, press the **Menu** key.
2. Click **Save**.

Reply to a message

1. In a message, click the trackball.
2. Click **Reply** or **Reply to All**.

Forward a message

1. In a message, press the **Menu** key.
2. Click **Forward** or **Forward As**.
3. Click a message type.

Delete a message

1. In a message, click the trackball.
2. Click **Delete**.

Delete multiple messages

1. In a message list, highlight a date field.
2. Press the **Menu** key.
3. Click **Delete Prior**.

Note: Email messages that you delete using the Delete Prior menu item are not deleted from the email application on your computer during email reconciliation.

Create a link for a PIN

When typing text, type **pin:** and the PIN.

Mark a message as opened or unopened

In a message list, perform one of the following actions:

- Highlight a message. Press the **Menu** key. Click **Mark Opened** or **Mark Unopened**.
- Highlight a date field. Press the **Menu** key. Click **Mark Prior Opened**.

View an address instead of a display name

1. In a message, click a contact.
2. Click **Show Address**.

To view the display name again, click a contact. Click **Show Name**.

Search for text in a message, attachment, web page, or memo

To search for text in a presentation attachment, verify that you are viewing the presentation in text view or in text and slide view.

1. In a message, attachment, web page, or memo, press the **Menu** key.
2. Click **Find**.
3. Type the text.

4. Press the **Enter** key.

To search for the next instance of the text, press the **Menu** key. Click **Find Next**.

Sent messages

Resend a message

1. In a sent message, press the **Menu** key.
2. Perform one of the following actions:
   - To change the message, click **Edit**. Change the message. Click the trackball. Click **Send**.
   - To change the recipients, click **Edit**. Highlight a contact. Press the **Menu** key. Click **Change Address**. Click a new contact. Click the trackball. Click **Send**.
   - To resend the message without changing it, click **Resend**.

Stop a message from sending

Verify that you are not in a wireless coverage area and your BlackBerry® device is not connected to the wireless network. A clock icon should appear beside the message.

1. In a message list, highlight the message.
2. Press the **Menu** key.
3. Click **Delete**.

Hide sent messages

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Hide Sent Messages** field to **Yes**.
5. Press the **Menu** key.
6. Click **Save**.

Note: If you set your device to hide sent messages, sent messages continue to appear in the history of SMS text messages.

Message list settings

View more of the subject line for messages

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.

4. Perform any of the following actions:
    - Set the **Display Message Header On** field to **2 lines**.
    - Set the **Display Time** and **Display Name** fields to **No**.
5. Press the **Menu** key.
6. Click **Save**.

Turn off the prompt that appears before you delete items

You can turn off the prompt that appears before you delete items in a message list, the phone, the address book, the calendar, the task list, the memo list, or the password keeper.

1. In an application, press the **Menu** key.
2. Click **Options**.
3. Set the **Confirm Delete** field to **No**.
4. Press the **Menu** key.
5. Click **Save**.

Set how long your device stores messages

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Keep Messages** field.
5. Press the **Menu** key.
6. Click **Save**.

To restore messages, set the **Keep Messages** field to a longer period of time. Messages that you received on your BlackBerry® device within the set period of time appear in a message list.

Hide the new or unopened message indicator

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Display Message Count** field to **None**.
5. Press the **Menu** key.
6. Click **Save**.

To view the number of unopened messages again, set the **Display Message Count** field to **Unread**. To view the new message indicator, set the **Display New Message Indicator** field to **Yes**.

Block incoming messages

If your BlackBerry® device is associated with an email account that uses a BlackBerry Enterprise Server, you might not be able to block PIN messages from contacts in your organization. For more information, contact your system administrator.

1. In the device options, click **Security Options**.
2. Click **Firewall**.
3. Select the check box beside one or more message types.
4. Press the **Menu** key.
5. Click **Save**.

Note: Blocked messages might contribute to your wireless service plan data usage. You can prevent messages from being forwarded to your device without contributing to data usage by turning off email message forwarding or using email message filters.

Reset a blocked message counter

1. In the device options, click **Security Options**.
2. Click **Firewall**.
3. Highlight a message type.
4. Press the **Menu** key.
5. Click **Reset Count** or **Reset All Counts**.

View call logs in a message list

1. In the phone, press the **Menu** key.
2. Click **Options**.
3. Click **Call Logging**.
4. Select a call log type option.

To hide call logs in a message list, select the **None** option.

Message shortcuts

In a message

- To reply to a message, press the exclamation point (**!**) key.
- To reply to all, press the question mark (**?**) key.
- To forward a message, press the period (**.**) key.

In a message list

- To open a highlighted message, press the **Enter** key.
- To compose a message from a message list, press the comma (**,**) key.
- To view received messages, press the **Alt** key and **3**.
- To view sent messages, press the **Alt** key and the period (**.**) key.

- To view voice mail messages, press the **Alt** key and **7**.
- To view SMS text messages, press the **Alt** key and the question mark (**?**) key.
- To view all your messages again, press the **Escape** key.

Move around a message list

- To move up a screen, press the **Shift** key and the **Space** key.
- To move down a screen, press the **Space** key.
- To move to the top of a message list, press **1**.
- To move to the bottom of a message list, press **7**.
- To move up a message, press **2**.
- To move down a message, press **8**.
- To move to the next date, press **6**.
- To move to the previous date, press **4**.

Message troubleshooting

I cannot send messages

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, your device should send the messages when you return to a wireless coverage area.
- If the menu item for sending a message does not appear, verify that you have added an email address or PIN for your contact.
- If you created an email address or added an existing email address to your device using the email setup web site, verify that you have received an activation message on your device from the BlackBerry Internet Service. If you have not received an activation message (the message might take a short period of time to arrive), use the email setup web site to send a service book to your device.
- If you have not received a registration message from the wireless network, register your device. In the device options, click **Advanced Options**. Click **Host Routing Table**. Press the **Menu** key. Click **Register Now**.
- Generate an encryption key.
- Verify that data service is turned on.
- Resend the message.

I am not receiving messages

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, you should receive messages when you return to a wireless coverage area.
- If you created an email address or added an existing email address to your device using the email setup web site, verify that you have received an activation message on your device from the BlackBerry Internet Service. If you have not received an activation

message (the message might take a short period of time to arrive), use the email setup web site to send a service book to your device.

- If you have not received a registration message from the wireless network, register your device. In the device options, click **Advanced Options**. Click **Host Routing Table**. Press the **Menu** key. Click **Register Now**.
- Verify that data service is turned on.
- If you use email message filters, verify that the options for email message filters are set correctly.
- Verify that email message forwarding is turned on and that you have selected all the email message folders, including your inbox folder, that you want to receive email messages from.
- Verify that your device is not blocking messages. For more information, contact your system administrator.

Some messages no longer appear on my device

If your BlackBerry® device memory is full, your device deletes the oldest messages from a message list. Your device does not delete saved messages.

If wireless email reconciliation is turned on, and, in the message options, the **Delete On** field is set to **Mailbox & Handheld**, email messages that you delete in the email application on your computer are also deleted from your device.

A message or attachment is truncated

Try performing the following actions:

- Wait for a short period of time. Your BlackBerry® device receives long messages and attachments in sections.
- If "More available" appears at the end of the message or attachment, press the **Menu** key. Click **More** or **More All**.

I cannot use a shortcut to view one type of message in a message list

If you switch BlackBerry® devices and you restore device data from your previous device to your current device, the message list shortcuts for your previous device replace the message list shortcuts for your current device.

To view the shortcuts for viewing one type of message in a message list, view your list of saved searches.

SMS text messages

SMS text message basics

About SMS text messages

With an SMS phone number, you can send and receive SMS text messages. An SMS phone number is a phone number that your wireless service provider sets up for SMS text messaging.

You can send SMS text messages to contacts who have SMS phone numbers. You can also forward SMS text messages as PIN or email messages.

Find your SMS phone number

Open the phone.

The My Number field displays your phone number. If your wireless service provider has set up your BlackBerry® device for SMS text messaging, this number is also your SMS phone number.

Open a message

In a message list, click a message.

Note: If your BlackBerry® device is associated with more than one email address, you might be able to open messages from the message list for a specific email address.

Send an SMS text message

1. In a message list, press the key.
2. Click **Compose SMS**.
3. Perform one of the following actions:
   - If the contact is not in your address book, click **[Use Once]**. Type an SMS phone number (include the country code and area code) or an email address. Click the trackball.
   - If the contact is in your address book, click a contact.
4. Type a message.
5. Click the trackball.
6. Click **Send**.

Add a contact to an SMS text message

You can send an SMS text message to up to ten recipients.

1. When composing an SMS text message, press the **Menu** key.

2. Click **Add Recipient**.

Save a draft of a message

1. When composing a message, click the trackball.
2. Click **Save Draft**.

Save a message

1. In a message, press the **Menu** key.
2. Click **Save**.

Reply to a message

1. In a message, click the trackball.
2. Click **Reply** or **Reply to All**.

Forward a message

1. In a message, press the **Menu** key.
2. Click **Forward** or **Forward As**.
3. Click a message type.

Delete a message

1. In a message, click the trackball.
2. Click **Delete**.

Delete multiple messages

1. In a message list, highlight a date field.
2. Press the **Menu** key.
3. Click **Delete Prior**.

Note: Email messages that you delete using the Delete Prior menu item are not deleted from the email application on your computer during email reconciliation.

Delete the history from an SMS text message

1. When replying to an SMS text message, press the **Menu** key.
2. Click **Remove History**.

Mark a message as opened or unopened

In a message list, perform one of the following actions:

- Highlight a message. Press the **Menu** key. Click **Mark Opened** or **Mark Unopened**.
- Highlight a date field. Press the **Menu** key. Click **Mark Prior Opened**.

Search for text in a message, attachment, web page, or memo

To search for text in a presentation attachment, verify that you are viewing the presentation in text view or in text and slide view.

1. In a message, attachment, web page, or memo, press the **Menu** key.
2. Click **Find**.
3. Type the text.
4. Press the **Enter** key.

To search for the next instance of the text, press the **Menu** key. Click **Find Next**.

View messages in a specific folder

1. In a message list, press the **Menu** key.
2. Click **View Folder**.
3. Click a folder.

Sent messages

Resend a message

1. In a sent message, press the **Menu** key.
2. Perform one of the following actions:
    - To change the message, click **Edit**. Change the message. Click the trackball. Click **Send**.
    - To change the recipients, click **Edit**. Highlight a contact. Press the **Menu** key. Click **Change Address**. Click a new contact. Click the trackball. Click **Send**.
    - To resend the message without changing it, click **Resend**.

Hide sent messages

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Hide Sent Messages** field to **Yes**.
5. Press the **Menu** key.

6. Click **Save**.

Note: If you set your device to hide sent messages, sent messages continue to appear in the history of SMS text messages.

Cell broadcasting

About cell broadcasting

Cell broadcasting is designed to enable wireless service providers to use SMS text messaging to send information to all BlackBerry® devices in a specific geographical area simultaneously. You can receive cell broadcast messages that contain a specific type of information by subscribing to a cell broadcast channel that provides that type of information. Different cell broadcast channels send different cell broadcast messages. For example, one cell broadcast channel might send regular weather forecasts while another might send traffic reports.

Cell broadcasting prerequisites

- Verify that your wireless service provider supports this feature.
- Verify that your SIM card is set up with a cell broadcast channel or your wireless service provider has provided you with the ID for a cell broadcast channel.
- Verify that your SIM card supports the display language that you want to use for cell broadcast messages.

Turn on cell broadcasting

1. In the device options, click **Advanced Options**.
2. Click **Cell Broadcast**.
3. Set the **Cell Broadcasting Service** field to **On**.
4. Perform one of the following actions:
    - If a cell broadcast channel appears on the screen, select the check box beside the channel.
    - If a cell broadcast channel does not appear on the screen, press the **Menu** key. Click **Add Channel**. Type the channel ID and a nickname. Click **OK**.
5. Click a language.
6. Click **Enable**.
7. Press the **Menu** key.
8. Click **Save**.

To turn off cell broadcasting, set the **Cell Broadcasting Service** field to **Off**. Before you turn off cell broadcasting, verify that your wireless service provider does not use cell broadcasting to manage services, such as preferred rates, based on your location.

Stop receiving messages from a cell broadcast channel

Verify that your wireless service provider does not use the cell broadcast channel to manage services, such as preferred rates, based on your location.

1. In the device options, click **Advanced Options**.
2. Click **Cell Broadcast**.
3. Highlight a cell broadcast channel.
4. Press the **Menu** key.
5. Perform one of the following actions:
    - To stop receiving messages from the cell broadcast channel, click **Disable**.
    - To delete the cell broadcast channel, click **Delete Channel**.

Rename a cell broadcast channel

1. In the device options, click **Advanced Options**.
2. Click **Cell Broadcast**.
3. Highlight a cell broadcast channel.
4. Press the **Menu** key.
5. Click **Set Nickname**.
6. Type a name for the cell broadcast channel.
7. Click **OK**.

Message settings

View an address instead of a display name

1. In a message, click a contact.
2. Click **Show Address**.

To view the display name again, click a contact. Click **Show Name**.

Turn off AutoText for SMS text messages

1. In the device options, click **SMS**.
2. Set the **Disable AutoText** field to **Yes**.
3. Press the **Menu** key.
4. Click **Save**.

View more of the history in SMS text messages

1. In the device options, click **SMS**.
2. Set the **Number of Previous Items** field.
3. Press the **Menu** key.
4. Click **Save**.

Store SMS text messages on your SIM card

If you set your SIM card to store SMS text messages, the SIM card does not delete SMS text messages after the BlackBerry® device imports them to a message list.

1. In the device options, click **SMS**.
2. Set the **Leave Messages On SIM Card** field to **Yes**.
3. Press the **Menu** key.
4. Click **Save**.

To stop storing SMS text messages on your SIM card, set the **Leave Messages On SIM Card** field to **No**. If you set this field to No, SMS text messages on your SIM card are deleted after the device imports them to a message list.

Request delivery notification for all SMS text messages

Depending on your wireless service provider, this option might not appear.

1. In the device options, click **SMS**.
2. Set the **Delivery Reports** field to **On**.
3. Press the **Menu** key.
4. Click **Save**.

Set how long your service center attempts to send SMS text messages

If you send an SMS text message and it cannot be delivered immediately, your service center tries to send the SMS text message for the amount of time set in the Validity Period field. Depending on your wireless service provider, this option might not appear.

1. In the device options, click **SMS**.
2. Set the **Validity Period** field.
3. Press the **Menu** key.
4. Click **Save**.

Set a wireless network type for sending SMS text messages

Depending on your wireless service provider, this option might not appear.

1. In the device options, click **SMS**.
2. Set the **Network to Send Over** field.
3. Press the **Menu** key.
4. Click **Save**.

Message list settings

View more of the subject line for messages

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Perform any of the following actions:
    - Set the **Display Message Header On** field to **2 lines**.
    - Set the **Display Time** and **Display Name** fields to **No**.
5. Press the **Menu** key.
6. Click **Save**.

Turn off the prompt that appears before you delete items

You can turn off the prompt that appears before you delete items in a message list, the phone, the address book, the calendar, the task list, the memo list, or the password keeper.

1. In an application, press the **Menu** key.
2. Click **Options**.
3. Set the **Confirm Delete** field to **No**.
4. Press the **Menu** key.
5. Click **Save**.

Hide the new or unopened message indicator

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Display Message Count** field to **None**.
5. Press the **Menu** key.
6. Click **Save**.

To view the number of unopened messages again, set the **Display Message Count** field to **Unread**. To view the new message indicator, set the **Display New Message Indicator** field to **Yes**.

About multiple message lists

Depending on your email setup option, you might be able to associate your BlackBerry® device with more than one email account. For example, you might be able to associate your device with a work email account and one or more personal email accounts. If you associate your device with more than one email account, multiple message lists might appear on your device. In a message list for a specific email

account, you can open and manage email messages for that email account, and you can send messages using the email address for the email account. See the *BlackBerry Internet Service Online Help* for more information about associating your device with more than one email account.

Depending on your theme, a separate message list might appear for SMS and MMS messages.

Use one message list or multiple message lists

By default, your BlackBerry® device theme determines whether SMS text messages appear in the same message list as email messages.

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Perform one of the following actions:
    - To use one message list for all messages, set the **SMS and Email Inboxes** field to **Combined**.
    - To separate SMS text messages from email messages, set the **SMS and Email Inboxes** field to **Separate**.
5. Press the **Menu** key.
6. Click **Save**.

Set how long your device stores messages

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Keep Messages** field.
5. Press the **Menu** key.
6. Click **Save**.

To restore messages, set the **Keep Messages** field to a longer period of time. Messages that you received on your BlackBerry® device within the set period of time appear in a message list.

Block incoming messages

If your BlackBerry® device is associated with an email account that uses a BlackBerry Enterprise Server, you might not be able to block PIN messages from contacts in your organization. For more information, contact your system administrator.

1. In the device options, click **Security Options**.
2. Click **Firewall**.
3. Select the check box beside one or more message types.
4. Press the **Menu** key.
5. Click **Save**.

Note: Blocked messages might contribute to your wireless service plan data usage. You can prevent messages from being forwarded to your device without contributing to data usage by turning off email message forwarding or using email message filters.

Reset a blocked message counter

1. In the device options, click **Security Options**.
2. Click **Firewall**.
3. Highlight a message type.
4. Press the **Menu** key.
5. Click **Reset Count** or **Reset All Counts**.

Message shortcuts

In a message

- To reply to a message, press the exclamation point (**!**) key.
- To reply to all, press the question mark (**?**) key.
- To forward a message, press the period (**.**) key.

In a message list

- To open a highlighted message, press the **Enter** key.
- To compose a message from a message list, press the comma (**,**) key.
- To view received messages, press the **Alt** key and **3**.
- To view sent messages, press the **Alt** key and the period (**.**) key.
- To view voice mail messages, press the **Alt** key and **7**.
- To view SMS text messages, press the **Alt** key and the question mark (**?**) key.
- To view all your messages again, press the **Escape** key.

Move around a message list

- To move up a screen, press the **Shift** key and the **Space** key.
- To move down a screen, press the **Space** key.
- To move to the top of a message list, press **1**.
- To move to the bottom of a message list, press **7**.
- To move up a message, press **2**.
- To move down a message, press **8**.
- To move to the next date, press **6**.
- To move to the previous date, press **4**.

Message troubleshooting

I cannot send SMS text messages

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, your device should send the messages when you return to a wireless coverage area.
- Verify that your wireless service plan includes this service.
- Verify that fixed dialing is turned off.

I am not receiving SMS text messages

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, you should receive messages when you return to a wireless coverage area.
- Verify that your wireless service plan includes this service.
- Verify that your SIM card has enough available memory to store received SMS text messages.

Some messages no longer appear on my device

If your BlackBerry® device memory is full, your device deletes the oldest messages from a message list. Your device does not delete saved messages.

If wireless email reconciliation is turned on, and, in the message options, the **Delete On** field is set to **Mailbox & Handheld**, email messages that you delete in the email application on your computer are also deleted from your device.

A message or attachment is truncated

Try performing the following actions:

- Wait for a short period of time. Your BlackBerry® device receives long messages and attachments in sections.
- If "More available" appears at the end of the message or attachment, press the **Menu** key. Click **More** or **More All**.

I cannot turn on cell broadcasting

Your SIM card might not support the display languages that you have selected for cell broadcast messages.

Clear the check box beside all languages that your SIM card does not support.

I cannot use a shortcut to view one type of message in a message list

If you switch BlackBerry® devices and you restore device data from your previous device to your current device, the message list shortcuts for your previous device replace the message list shortcuts for your current device.

To view the shortcuts for viewing one type of message in a message list, view your list of saved searches.

MMS messages

MMS message basics

About MMS messages

With an MMS phone number, you can send and receive MMS messages that contain media files such as .jpg, .gif, .wbmp, .midi, .vcf (vCard®), or .ics (iCalendar) files. An MMS phone number is a phone number that your wireless service provider enables for MMS messaging.

You can add pictures that are not copyright protected to an MMS message, but the message cannot exceed 300 KB.

MMS prerequisites

- Verify that your BlackBerry® device supports MMS messaging.
- Verify that your wireless service plan includes this service.

Contact your system administrator or wireless service provider for more information.

Find your MMS phone number

Open the phone.

The My Number field displays your phone number. If your wireless service provider has set up your BlackBerry® device for MMS messaging, this number is also your MMS phone number.

Open an MMS message

In a message list, click an MMS message.

If MMS content does not appear when you open the message, press the **Menu** key. Click **Retrieve**.

Save a draft of a message

1. When composing a message, click the trackball.
2. Click **Save Draft**.

Send an MMS message

1. In a message list, press the key.
2. Click **Compose MMS**.
3. If MMS templates are available, click a template.
4. Perform one of the following actions:

- If the contact is not in your address book, click **[Use Once]**. Click **Email** or **Phone**. Type an email address or an MMS phone number. Click the trackball.
- If the contact is in your address book, click a contact. Click an email address or MMS phone number.

5. Type a message.
6. Press the key.
7. Click **Send**.

Create a slide show in an MMS message

1. When composing an MMS message, press the **Menu** key.
2. Click **Attach Picture** or **Attach Audio**.
3. Click a picture or an audio file.
4. To add other pictures or audio files, repeat steps 1 through 3.
5. To customize the slide show, perform any of the following actions:
   - To add text to a slide, highlight the blank field below the attachment. Type text.
   - To set how long a slide appears, set the **Slide Duration** field.
   - To move an item on a slide, click the item. Click **Move Field**. Roll the trackball to the new location. Click the trackball.

Record and send a voice note

You can record and send voice notes that are up to a minute long.

1. In the voice notes application, click **OK**.
2. Record a voice note.
3. To pause recording, click the trackball. To resume recording, press the **Escape** key.
4. When you finish recording, click the trackball.
5. Click **Send as MMS**.

Set the importance level for a message

1. When composing a message, press the **Menu** key.
2. Click **Options**.
3. Set the **Importance** field.
4. Press the **Menu** key.
5. Click **Save**.

Resend a message

1. In a sent message, press the **Menu** key.
2. Perform one of the following actions:

- To change the message, click **Edit**. Change the message. Click the trackball. Click **Send**.
- To change the recipients, click **Edit**. Highlight a contact. Press the **Menu** key. Click **Change Address**. Click a new contact. Click the trackball. Click **Send**.
- To resend the message without changing it, click **Resend**.

Save a message

1. In a message, press the **Menu** key.
2. Click **Save**.

Reply to a message

1. In a message, click the trackball.
2. Click **Reply** or **Reply to All**.

Forward an MMS message

You cannot forward MMS messages that contain content that is copyright protected.

1. In an MMS message, click the trackball.
2. Click **Forward** or **Forward As**.

Delete a message

1. In a message, click the trackball.
2. Click **Delete**.

Delete multiple messages

1. In a message list, highlight a date field.
2. Press the **Menu** key.
3. Click **Delete Prior**.

Note: Email messages that you delete using the Delete Prior menu item are not deleted from the email application on your computer during email reconciliation.

Mark a message as opened or unopened

In a message list, perform one of the following actions:

- Highlight a message. Press the **Menu** key. Click **Mark Opened** or **Mark Unopened**.
- Highlight a date field. Press the **Menu** key. Click **Mark Prior Opened**.

Search for text in a message, attachment, web page, or memo

To search for text in a presentation attachment, verify that you are viewing the presentation in text view or in text and slide view.

1. In a message, attachment, web page, or memo, press the **Menu** key.
2. Click **Find**.
3. Type the text.
4. Press the **Enter** key.

To search for the next instance of the text, press the **Menu** key. Click **Find Next**.

View messages in a specific folder

1. In a message list, press the **Menu** key.
2. Click **View Folder**.
3. Click a folder.

MMS message attachments

Attach a media file to an MMS message

1. When composing an MMS message, press the **Menu** key.
2. Click **Attach Picture** or **Attach Audio**.
3. Click a picture or audio file.

Attach a contact or appointment to an MMS message

You can only send nonrecurring appointments in MMS messages. If you attach a meeting, the attendees are removed.

1. When composing an MMS message, press the **Menu** key.
2. Perform one of the following actions:
    - To attach a contact, click **Attach Contact**. Click a contact.
    - To attach an appointment, click **Attach Appointment**. Highlight an appointment. Press the **Menu** key. Click **Continue**.

Save a picture from an MMS message

1. In an MMS message, click a picture.
2. Click **Save Picture**.

Add an appointment to your calendar from an MMS message

1. In an MMS message, click an iCalendar attachment.
2. Click **View Appointment**.

3. Press the **Menu** key.
4. Click **Add To Calendar**.

Add a contact to your address book from an MMS message

1. In an MMS message, click a vCard® attachment.
2. Click **View Attachment**.
3. Press the **Menu** key.
4. Click **Add Contact**.

Message settings

Request delivery or read notification for an MMS message

1. When composing an MMS message, press the **Menu** key.
2. Click **Options**.
3. Perform any of the following actions:
    - To receive notification when the message is delivered to the recipient, set the **Confirm Delivery** field to **Yes**.
    - To receive notification when the recipient opens the message, set the **Confirm Read** field to **Yes**.
4. Press the **Menu** key.
5. Click **Save**.

Request delivery or read notification for all MMS messages

1. In the device options, click **MMS**.
2. In the **Notifications** section, perform one of the following actions:
    - To send delivery or read notification when a sender requests it, set the **Allow Delivery Confirmation** and **Allow Read Confirmation** fields to **Yes**.
    - To request delivery or read notification when you send MMS messages, set the **Confirm Delivery** and **Confirm Read** fields to **Yes**.
3. Press the **Menu** key.
4. Click **Save**.

View an address instead of a display name

1. In a message, click a contact.
2. Click **Show Address**.

To view the display name again, click a contact. Click **Show Name**.

View the size of an MMS message before sending it

1. In an MMS message, press the **Menu** key.
2. Click **Options**.

The Estimated Size field displays the size of the MMS message.

Stop receiving MMS messages when roaming

1. In the device options, click **MMS**.
2. Set the **Multimedia Reception** and **Automatic Retrieval** fields to **Home Only**.
3. Press the **Menu** key.
4. Click **Save**.

Message list settings

View more of the subject line for messages

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Perform any of the following actions:
   - Set the **Display Message Header On** field to **2 lines**.
   - Set the **Display Time** and **Display Name** fields to **No**.
5. Press the **Menu** key.
6. Click **Save**.

Hide the new or unopened message indicator

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Display Message Count** field to **None**.
5. Press the **Menu** key.
6. Click **Save**.

To view the number of unopened messages again, set the **Display Message Count** field to **Unread**. To view the new message indicator, set the **Display New Message Indicator** field to **Yes**.

Turn off the prompt that appears before you delete items

You can turn off the prompt that appears before you delete items in a message list, the phone, the address book, the calendar, the task list, the memo list, or the password keeper.

1. In an application, press the **Menu** key.
2. Click **Options**.
3. Set the **Confirm Delete** field to **No**.
4. Press the **Menu** key.
5. Click **Save**.

About multiple message lists

Depending on your email setup option, you might be able to associate your BlackBerry® device with more than one email account. For example, you might be able to associate your device with a work email account and one or more personal email accounts. If you associate your device with more than one email account, multiple message lists might appear on your device. In a message list for a specific email account, you can open and manage email messages for that email account, and you can send messages using the email address for the email account. See the *BlackBerry Internet Service Online Help* for more information about associating your device with more than one email account.

Depending on your theme, a separate message list might appear for SMS and MMS messages.

Use one message list or multiple message lists

By default, your BlackBerry® device theme determines whether SMS text messages appear in the same message list as email messages.

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Perform one of the following actions:
    - To use one message list for all messages, set the **SMS and Email Inboxes** field to **Combined**.
    - To separate SMS text messages from email messages, set the **SMS and Email Inboxes** field to **Separate**.
5. Press the **Menu** key.
6. Click **Save**.

Set how long your device stores messages

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Keep Messages** field.
5. Press the **Menu** key.

6. Click **Save**.

To restore messages, set the **Keep Messages** field to a longer period of time. Messages that you received on your BlackBerry® device within the set period of time appear in a message list.

Hide sent messages

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Hide Sent Messages** field to **Yes**.
5. Press the **Menu** key.
6. Click **Save**.

Note: If you set your device to hide sent messages, sent messages continue to appear in the history of SMS text messages.

Block MMS messages

1. In the device options, click **MMS**.
2. In the **Message Filtering** section, select the **Reject Anonymous Messages** check box or the **Reject Advertisements** check box.
3. Press the **Menu** key.
4. Click **Save**.

Block incoming messages

If your BlackBerry® device is associated with an email account that uses a BlackBerry Enterprise Server, you might not be able to block PIN messages from contacts in your organization. For more information, contact your system administrator.

1. In the device options, click **Security Options**.
2. Click **Firewall**.
3. Select the check box beside one or more message types.
4. Press the **Menu** key.
5. Click **Save**.

Note: Blocked messages might contribute to your wireless service plan data usage. You can prevent messages from being forwarded to your device without contributing to data usage by turning off email message forwarding or using email message filters.

Reset a blocked message counter

1. In the device options, click **Security Options**.
2. Click **Firewall**.
3. Highlight a message type.
4. Press the **Menu** key.
5. Click **Reset Count** or **Reset All Counts**.

Message shortcuts

In a message

- To reply to a message, press the exclamation point (**!**) key.
- To reply to all, press the question mark (**?**) key.
- To forward a message, press the period (.) key.

In a message list

- To open a highlighted message, press the **Enter** key.
- To compose a message from a message list, press the comma (,) key.
- To view received messages, press the **Alt** key and **3**.
- To view sent messages, press the **Alt** key and the period (.) key.
- To view voice mail messages, press the **Alt** key and **7**.
- To view SMS text messages, press the **Alt** key and the question mark (**?**) key.
- To view all your messages again, press the **Escape** key.

Move around a message list

- To move up a screen, press the **Shift** key and the **Space** key.
- To move down a screen, press the **Space** key.
- To move to the top of a message list, press **1**.
- To move to the bottom of a message list, press **7**.
- To move up a message, press **2**.
- To move down a message, press **8**.
- To move to the next date, press **6**.
- To move to the previous date, press **4**.

Message troubleshooting

I cannot send messages

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, your device should send the messages when you return to a wireless coverage area.
- If the menu item for sending a message does not appear, verify that you have added an email address or PIN for your contact.
- If you created an email address or added an existing email address to your device using the email setup web site, verify that you have received an activation message on your device from the BlackBerry Internet Service. If you have not received an activation message (the message might take a short period of time to arrive), use the email setup web site to send a service book to your device.

- If you have not received a registration message from the wireless network, register your device. In the device options, click **Advanced Options**. Click **Host Routing Table**. Press the **Menu** key. Click **Register Now**.
- Generate an encryption key.
- Verify that data service is turned on.
- Resend the message.

I am not receiving messages

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, you should receive messages when you return to a wireless coverage area.
- If you created an email address or added an existing email address to your device using the email setup web site, verify that you have received an activation message on your device from the BlackBerry Internet Service. If you have not received an activation message (the message might take a short period of time to arrive), use the email setup web site to send a service book to your device.
- If you have not received a registration message from the wireless network, register your device. In the device options, click **Advanced Options**. Click **Host Routing Table**. Press the **Menu** key. Click **Register Now**.
- Verify that data service is turned on.
- If you use email message filters, verify that the options for email message filters are set correctly.
- Verify that email message forwarding is turned on and that you have selected all the email message folders, including your inbox folder, that you want to receive email messages from.
- Verify that your device is not blocking messages. For more information, contact your system administrator.

I cannot attach a file to an MMS message

Try performing the following actions:

- Verify that the file is a .vcf (vCard®) file, an .ics (iCalendar) file, or a media file (for example, a .jpg, .gif, or .midi file).
- Verify that the file size does not exceed 300 KB.
- Verify that the file is not copyright protected.
- If MMS templates are available for your BlackBerry® device, use a blank template to compose your MMS message.

Some messages no longer appear on my device

If your BlackBerry® device memory is full, your device deletes the oldest messages from a message list. Your device does not delete saved messages.

If wireless email reconciliation is turned on, and, in the message options, the **Delete On** field is set to **Mailbox & Handheld**, email messages that you delete in the email application on your computer are also deleted from your device.

A message or attachment is truncated

Try performing the following actions:

- Wait for a short period of time. Your BlackBerry® device receives long messages and attachments in sections.
- If "More available" appears at the end of the message or attachment, press the **Menu** key. Click **More** or **More All**.

I cannot use a shortcut to view one type of message in a message list

If you switch BlackBerry® devices and you restore device data from your previous device to your current device, the message list shortcuts for your previous device replace the message list shortcuts for your current device.

To view the shortcuts for viewing one type of message in a message list, view your list of saved searches.

Typing

Typing basics

Type a symbol

1. Press the **Symbol** key. To view more symbols, press the **Symbol** key again.
2. Type the letter that appears below the symbol.

Type an accent or special character

To type an accented or special character, hold the letter key and roll the trackball to the left or right. Click a selected character. For example, to type ü, hold **3** and roll the trackball to the left until ü is highlighted. Click the trackball.

Create a link for a PIN

When typing text, type **pin:** and the PIN.

Create a phone number link for a conference call

1. Type a phone number for the conference call bridge.
2. Perform one of the following actions:
    - Type **X** and the access code.
    - Insert a pause or wait and type the access code.

Note: If you add a pause or wait when creating a phone number link for a conference call in a message, an appointment, or a meeting, type **Tel:** before the phone number for the conference call bridge. Do not type a space between Tel: and the phone number.

Cut or copy text

1. With text highlighted, click the trackball.
2. Click **Cut** or **Copy**.

Paste text

1. Place the cursor where you want to insert the cut or copied text.
2. Click the trackball.
3. Click **Paste**.

Clear a field

1. When typing text, press the **Menu** key.
2. Click **Clear Field**.

Highlight a line of text

1. Place the cursor where you want to highlight the line of text.
2. Press the **Menu** key.
3. Click **Select**.
4. Roll the trackball up or down.

Highlight text character by character

1. Place the cursor where you want to highlight the text.
2. Press the **Menu** key.
3. Click **Select**.
4. Roll the trackball left or right.

Cancel a text selection

1. With text selected, click the trackball.
2. Click **Cancel Selection**.

Set the cursor speed

1. In the device options, click **Screen/Keyboard**.
2. Set the **Key Rate** field.
3. Press the **Menu** key.
4. Click **Save**.

Turn on key tones

1. In the device options, click **Screen/Keyboard**.
2. Set the **Key Tone** field to **On**.
3. Press the **Menu** key.
4. Click **Save**.

Set the trackball sensitivity

You can set how the trackball responds to your touch. A high sensitivity level requires less pressure than a lower sensitivity level.

1. In the device options, click **Screen/Keyboard**.
2. Set the **Horizontal Sensitivity** and **Vertical Sensitivity** fields.
3. Press the **Menu** key.
4. Click **Save**.

Turn off trackball sounds

1. In the device options, click **Screen/Keyboard**.
2. Set the **Audible Roll** field to **Mute**.
3. Press the **Menu** key.
4. Click **Save**.

To turn on trackball sounds again, set the **Audible Roll** field to **Click**.

Typing input methods

About typing input methods

You can type on your BlackBerry® device using the SureType® input method or the multi-tap input method.

SureType technology combines a traditional phone number key layout with a familiar computer-style letter layout that is designed to provide a comfortable typing and dialing experience.

When you use SureType technology, you press the letter key for each letter in a word once. For example, to type **run**, you would press the E R key once, the U I key once, and the B N key once. As you type, a list of possible letter combinations and words appears on the screen. SureType technology selects letter combinations or words from the list based on context. If you try to type a word or letter combination (for example, a web address or an abbreviation) that SureType technology does not recognize, you can use the list that appears on the screen to build the word letter by letter. SureType technology is designed to "learn" new words or letter combinations that you type and add them to your custom word list.

When you use multi-tap, you press a letter key once to type the first letter on the key and twice to type the second letter. For example, to type **run**, you would press the E R key twice, the U I key once, and the B N key twice.

SureType technology is the default typing input method for most fields. Multi-tap is the default for phone number and password fields.

Type text using SureType technology

Press the letter key for each letter in a word until you have typed the entire word.

If your BlackBerry® device does not recognize the word that you have typed, perform one of the following actions:

- To highlight an item in the list that appears when you type, roll the trackball.
- To select a highlighted item from the list that appears when you type and continue typing the same word, press the ↵ key.
- To select a highlighted item from the list that appears when you type and start a new word, press the SPACE key.

Type text using multi-tap

- To type the first letter on a key, press the letter key once.
- To type the second letter on a key, press the letter key twice.

Switch typing input methods

1. In the device options, click **Language**.
2. Perform one of the following actions:
    - To use the multi-tap input method, set the **Input Language** field to **<Language> Multitap**.
    - To use the SureType® input method, set the **Input Language** field to **<Language>**.
3. Press the **Menu** key.
4. Click **Save**.

Switch typing input methods when typing

1. Press the **Menu** key.
2. Click **Enable Multitap** or **Enable SureType**.

About typing input languages

You can set a typing input language to use when you type. The typing input language can be different from the display language. When you set a typing input language, AutoText and other typing options change to the selected language. For example, you might use your BlackBerry® device in French, but type messages in English.

When you set the typing input language, you also set whether your device uses the multi-tap or the SureType® input method.

If the typing input language is different from the display language, a rectangle with the abbreviated form of the current typing input language appears in the list that appears when typing.

Set the typing input language

Verify that your BlackBerry® Device Software supports multiple languages. For more information, contact your system administrator or wireless service provider.

1. In the device options, click **Language**.
2. Set the **Input Language** field.
3. Press the **Menu** key.
4. Click **Save**.

AutoText

About AutoText

AutoText is designed to replace specific text that you type with preloaded AutoText entries. If you type text that can be replaced with an AutoText entry, the text changes after you press the Space key.

Your BlackBerry® device has built-in AutoText entries that correct common mistakes. For example, AutoText changes hte to the. You can create AutoText entries for your common typing mistakes or for abbreviations. For example, you might create an AutoText entry that replaces ttyl with talk to you later.

Create an AutoText entry

1. In the device options, click **AutoText**.
2. Press the **Menu** key.
3. Click **New**.
4. In the **Replace** field, type the text to replace.
5. In the **With** field, perform one of the following actions:
    - Type replacement text.
    - To insert a macro (for example, the current date or time), press the **Menu** key. Click **Insert Macro**.
6. In the **Using** field, perform one of the following actions:
    - To capitalize the entry exactly as you typed it, click **Specified Case**.
    - To capitalize the entry according to the context, click **SmartCase**.
7. Set the language.
8. Press the **Menu** key.
9. Click **Save**.

Change an AutoText entry

1. In the device options, click **AutoText**.
2. Click an AutoText entry.
3. Change the AutoText entry.
4. Click the trackball.
5. Click **Save**.

Delete an AutoText entry

1. In the device options, click **AutoText**.
2. Highlight an AutoText entry.

3. Press the **Menu** key.
4. Click **Delete**.

Undo an AutoText change

Press the **Backspace/Delete** key twice.

Turn off AutoText for SMS text messages

1. In the device options, click **SMS**.
2. Set the **Disable AutoText** field to **Yes**.
3. Press the **Menu** key.
4. Click **Save**.

Word list

About the custom word list

If you type a word or letter combination that your BlackBerry® device does not recognize, your device adds the word or letter combination to the custom word list. You can also add words or letter combinations manually to the custom word list.

Your device deletes words from the custom word list if you do not use them.

Add a custom word list item

1. In the device options, click **Custom Wordlist**.
2. Press the **Menu** key.
3. Click **New**.
4. Type a word or letter combination.
5. Click the trackball.
6. Click **Save**.

Change a custom word list item

1. In the device options, click **Custom Wordlist**.
2. Click a custom word list item.
3. Change the custom word list item.
4. Click the trackball twice.
5. Click **Save**.

Delete a custom word list item

1. In the device options, click **Custom Wordlist**.
2. Highlight a custom word list item.
3. Press the **Menu** key.
4. Click **Delete**.

Delete all custom word list items

1. In the device options, click **Custom Wordlist**.
2. Highlight a custom word list item.
3. Press the **Menu** key.
4. Click **Clear Custom Wordlist**.

Stop displaying contacts in the list that appears when typing

By default, your BlackBerry® device recognizes contacts when you type them.

1. In the device options, click **Language**.
2. Click **Input Options**.
3. Set the **Use Address Book as Data Source** field to **Off**.
4. Press the **Menu** key.
5. Click **Save**.

Stop adding items to the custom word list automatically

1. In the device options, click **Language**.
2. Click **Input Options**.
3. Set the **Auto Word Learning** and **Automatic Word Learning from Messages** fields to **Off**.
4. Press the **Menu** key.
5. Click **Save**.

Typing shortcuts

- To insert a period, press the **Space** key twice. The next letter is capitalized.
- To capitalize a letter, hold the letter key until the capitalized letter appears.
- To type the alternate character on a key, press the **Alt** key and the character key.
- To type an accented or special character, hold the letter key and roll the trackball to the left or right. Click a selected character. For example, to type ü, hold **3** and roll the trackball to the left until ü is highlighted. Click the trackball.
- To type a number in a number field, press a number key. You do not need to press the Alt key.

- To type a number in a password field, hold the **Alt** key and press the number key.
- To type a letter in a number field, hold the **Alt** key and use the multi-tap input method.
- To turn on NUM lock, hold the **Shift** key and press the **Alt** key.
- To turn off NUM lock, press the **Alt** key.
- To switch typing input languages, on the Language screen, verify that the **Use Input Language Shortcut** field is set to **Yes**. Hold the **Alt** key and press the **Enter** key. Continue to hold the **Alt** key and highlight a language. Release the **Alt** key.

Insert symbols

- To insert an at sign (@) or a period (.) in an email address field, press the **Space** key.
- To type a symbol, press the **Symbol** key. To view more symbols, press the **Symbol** key again. Type the letter that appears below the symbol.

Work with text

- To highlight a line of text, press the **Shift** key and roll the trackball.
- To highlight text character by character, hold the **Shift** key and roll the trackball left or right.
- To cancel a text selection, press the **Escape** key.
- To cut highlighted text when typing, press the **Shift** key and the **Backspace/Delete** key.
- To copy highlighted text when typing, press the **Alt** key and click the trackball.
- To paste highlighted text when typing, press the **Shift** key and click the trackball.

Typing troubleshooting

SureType technology does not recognize a word

Use the list that appears when you type to help you build words that SureType® technology does not recognize. Press the letter key for the first letter in the word once. Highlight a letter in the list. Press the letter key for the next letter in the word once. Highlight a letter combination. Click the trackball. Continue typing the word.

I cannot type a password

Verify that you are using the multi-tap input method.

Search

About search

In a message list, you can search using criteria that you set and you can save the search criteria for future use. You can also search for contacts or search for all messages that contain the same subject.

You can use the search application to search messages, contacts, calendar entries, tasks, and memos on your BlackBerry® device. You can also manage contacts, calendar entries, tasks, and memos from the search results list.

Search for messages

You can save your search criteria so that you can repeat your search at another time.

1. In a message list, press the **Menu** key.
2. Click **Search**.
3. Set the search criteria.
4. Click the trackball.
5. Perform one of the following actions:
    - To save the search criteria, click **Save**. Add a title. Click the trackball. Click **Save**.
    - To search the message list without saving your search criteria, click **Search**.
    - To search the message list using the criteria from your last search, click **Last**. Click the trackball. Click **Search**.

To stop a search, press the **Escape** key.

Search criteria

Name:
Specify one or more contacts or email addresses that the search should find in messages. You can also specify part of the name to widen the search.

In:
Set in which address field the search should find the name.

Subject:
Type text that the search should find in the subject of messages.

Message:
Type text that the search should find in the body of messages.

Service:
If your BlackBerry® device is associated with more than one email account, set the type of email account from which the search should find messages.

Folder:
Set the folders in which the search should find messages.

Show:

Set the types of messages that the search should find.

Type:

Set which messages the search should find.

View a list of saved searches

1. In a message list, press the **Menu** key.
2. Click **Search**.
3. Press the **Menu** key.
4. Click **Recall**.

Change a saved search

1. In the list of saved searches, highlight a search.
2. Press the **Menu** key.
3. Click **Edit Search**.
4. Edit the search criteria.
5. Press the **Menu** key.
6. Click **Save**.

Delete a saved search

1. In the list of saved searches, highlight a search.
2. Press the **Menu** key.
3. Click **Delete Search**.

Search for messages by contact or subject

1. In a message list, highlight a message.
2. Press the **Menu** key.
3. Click one of the following menu items:
    - **Search Sender**
    - **Search Recipient**
    - **Search Subject**

Search for text in a message, attachment, web page, or memo

To search for text in a presentation attachment, verify that you are viewing the presentation in text view or in text and slide view.

1. In a message, attachment, web page, or memo, press the **Menu** key.

2. Click **Find**.
3. Type the text.
4. Press the **Enter** key.

To search for the next instance of the text, press the **Menu** key. Click **Find Next**.

Search for organizer data and messages that contain specific information

1. In the search application, perform any of the following actions:
   - In the **Text** field, type text or a phone number to search for.
   - In the **Name** field, type a contact name to search for.
2. Select one or more applications.
3. Press the **Menu** key.
4. Click **Search**.

Note: If you type more than one word in the **Text** or **Name** fields, only items that contain all the words appear.

The BlackBerry® device does not search file attachments if you search messages.

To stop a search, press the **Escape** key.

Search shortcuts

- To search for a contact in a list of contacts, type the contact name or initials separated by a space.
- To search for text in an attachment, press **Q**.
- To search for text in a presentation attachment, verify that you are viewing the presentation in text view or in text and slide view. Press **Q**.

Attachments

Attachment basics

About attachments

You can view several file attachment types on your BlackBerry® device, including .zip, .htm, .html, .doc, .dot, .ppt, .pdf, .wpd, .txt, .vcf, and .xls files. You can also view .bmp, .gif, .jpg, .png, .tif, and .wmf files, and play .wav files.

If you save an email message that contains an attachment that you have opened, the email message and the attachment are stored in the device memory until you delete the email message.

Open an attachment

Verify that your BlackBerry® device is associated with an email account that uses the BlackBerry Internet Service or a BlackBerry Enterprise Server that supports this feature. For more information, contact your wireless service provider or system administrator.

1. In a message, click the trackball.
2. Click **Open Attachment**.
3. If the message contains more than one attachment, on the Attachments screen, click an attachment. Click **Retrieve**.

Follow a link in an attachment

Some attachments might contain links to embedded content, such as tables, pictures, footnotes, text boxes, or comments.

In an attachment, click a link.

To return to the attachment, press the **Escape** key.

View properties for an attachment

You can view the size, author, publication date, and other attachment properties for an attachment.

1. In an attachment, press the **Menu** key.
2. Click **Retrieve Info** or **View Info**.

Set font options for an attachment

1. In an attachment, press the **Menu** key.
2. Click **Options**.
3. Set the font fields.
4. Press the **Menu** key.
5. Click **Save**.

Search for text in a message, attachment, web page, or memo

To search for text in a presentation attachment, verify that you are viewing the presentation in text view or in text and slide view.

1. In a message, attachment, web page, or memo, press the **Menu** key.
2. Click **Find**.
3. Type the text.
4. Press the **Enter** key.

To search for the next instance of the text, press the **Menu** key. Click **Find Next**.

Document attachments

Type a password for a password-protected .pdf file attachment

You can open password-protected .pdf files created with Adobe® Acrobat® version 4.0 or earlier.

1. When the "Password protected document" message appears, press the **Escape** key.
2. Press the **Menu** key.
3. Click **Password**.
4. Type the password.
5. Press the **Enter** key.
6. Click **Retrieve**.
7. Click **Yes**.

View tracked changes in a document

1. In a document, press the **Menu** key.
2. Click **Show Changes**.

To hide tracked changes, press the **Menu** key. Click **Hide Changes**.

View the table of contents in a document

Depending on the document type, you might not be able to view the table of contents.

1. In a document, press the **Menu** key.
2. Click **Table of Contents**.

To move to a specific heading, click a heading.

Spreadsheet attachments

Move to a specific cell

1. In a spreadsheet, click the trackball.
2. Click **Go to Cell**.
3. Type the cell co-ordinates.
4. Click the trackball.

View the content of a cell

In a spreadsheet cell, click the trackball.

View a list of worksheets

1. In a spreadsheet, press the **Menu** key.
2. Click **Table of Contents**.

To move to a specific worksheet, click a worksheet.

Switch worksheets

1. In a spreadsheet, press the **Menu** key.
2. Click **Next Sheet** or **Prev Sheet**.

Change the size of a column

In a spreadsheet, perform one of the following actions:

- To change the size of a column, click the column label. Click a size.
- To view all the text in a column, click the column label. Click **Fit**.
- To change the size of all the columns in the spreadsheet, click the unmarked column label in the upper-left corner of the spreadsheet. Click a size.
- To change the column size for all spreadsheets, press the **Menu** key. Click **Options**. Set the **Column Width** field. Press the **Menu** key. Click **Save**.

Set display options for a spreadsheet

1. In a spreadsheet, press the **Menu** key.
2. Click **Options**.
3. Perform any of the following actions:
    - To view the gridlines in the spreadsheet, set the **Show Gridlines** field to **Yes**.

- To label spreadsheet rows with numbers and columns with letters, set the **Display Labels** field to **Yes**.

4. Press the **Menu** key.
5. Click **Save**.

Media attachments

View a list of pages in a multi-page .tif file attachment

View a list of pages in a multi-page .tif file attachment, such as a scanned fax document saved as a .tif file.

1. In a multi-page .tif file attachment, press the **Menu** key.
2. Click **Table of Contents**.

To move to a specific page, click a page.

Switch pages in a multi-page .tif file attachment

1. In a multi-page .tif file attachment, press the **Menu** key.
2. Click **Next Page** or **Prev Page**.

Enhance a section of a picture

1. In an attachment, press the **Menu** key.
2. Click **Zoom**.
3. Roll the trackball up to zoom in to the attachment.
4. Press the **Menu** key.
5. Click **Enhance**.

Presentation attachments

Switch presentation views

1. In a presentation, press the **Menu** key.
2. Perform one of the following actions:
   - To view text only, click **View Text**.
   - To view text and slides, click **View Both**.
   - To view the presentation in its original format, click **View Slides**.

Switch slides

1. In a presentation, press the **Menu** key.

2. Click **Next Slide** or **Prev Slide**.

Rotate a slide

1. When viewing a presentation in slide view, click a slide.
2. Click **Rotate**.

Zoom in to or out from a slide

1. When viewing a presentation in slide view, click a slide.
2. Click **Zoom**.
3. Roll the trackball up or down.

To zoom back to the original slide size, press the **Menu** key. Click **Zoom 1:1**.

Save a slide

1. When viewing a presentation in slide view, click a slide.
2. Click **Save Image**.
3. Type a name for the file.
4. Click **Save**.

vCard contact attachments

About vCard contact attachments

vCard® contact attachments (.vcf files) contain information for a specific contact. When you add a vCard contact attachment to an email message, recipients of your email message can view your contact information or add it their BlackBerry® device address book. When you open an email message that contains a vCard contact attachment, a book icon appears at the end of the message with the name of the attached contact.

Open a vCard contact attachment

In a message, click a vCard® contact attachment.

Add a contact to your address book from a vCard contact attachment

1. In a vCard® contact attachment, press the **Menu** key.
2. Click **Add to Address Book** or **Update Address**.

Attachment shortcuts

- To search for text in an attachment, press **Q**.

In a spreadsheet

- To move to a specific cell, press **A**.
- To view the content of a cell, press the **Space** key.
- To switch worksheets, press **V**. Highlight a worksheet. Press the **Enter** key.

In a presentation

- To switch presentation views, press **Z**.
- To move to the next slide, press **6**.
- To move to the previous slide, press **4**.

Attachment troubleshooting

A skipped content bar appears in a document

More attachment content is available for you to download to your BlackBerry® device.

To download the content, click the skipped content bar. Click **More**.

A message or attachment is truncated

Try performing the following actions:

- Wait for a short period of time. Your BlackBerry® device receives long messages and attachments in sections.
- If "More available" appears at the end of the message or attachment, press the **Menu** key. Click **More** or **More All**.

A question mark appears on a slide

A question mark appears on a slide if your BlackBerry® device has not downloaded the slide.

To view the slide, highlight the slide. Click the trackball. Click **Retrieve**.

Synchronization

About synchronization

The wireless data synchronization feature is designed to synchronize organizer data (contacts, calendar entries, tasks, and memos) between your BlackBerry® device and the email application on your computer over the wireless network.

The wireless email reconciliation feature is designed to reconcile email messages between your device and the email application on your computer over the wireless network. When you file or delete email messages on your device, these email messages should be filed or deleted in your email application. Likewise, any changes that you make to email messages in the email application on your computer should be reflected on your device.

If wireless data synchronization or wireless email reconciliation is not available on your device or you have turned them off, you can use the synchronization tool of the BlackBerry Desktop Manager. See the *BlackBerry Desktop Software Online Help* for more information.

Wireless email reconciliation prerequisites

- If your BlackBerry® device is associated with the BlackBerry Internet Service, verify that your wireless service provider supports this feature.
- If your BlackBerry® device is associated with an email account that uses a BlackBerry Enterprise Server, verify that the BlackBerry Enterprise Server supports this feature. For more information, contact your system administrator.

Reconcile email messages over the wireless network

Set the Wireless Reconcile option for each email address that is associated with your BlackBerry® device.

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **Email Reconciliation**.
4. Set the **Wireless Reconcile** field to **On**.
5. Press the **Menu** key.
6. Click **Save**.

To stop reconciling email messages over the wireless network, set the **Wireless Reconcile** field to **Off**.

Delete email messages over the wireless network

Set the Delete On option for each email address that is associated with your BlackBerry® device.

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **Email Reconciliation**.
4. Set the **Delete On** field.

5. Press the **Menu** key.
6. Click **Save**.

It takes a short period of time for messages to be deleted over the wireless network.
To delete messages on your device only, set the **Delete On** field to **Handheld**.

Wireless data synchronization prerequisites

- Verify that you have synchronized your organizer data using the synchronization tool of the BlackBerry® Desktop Manager. For more information, see the *BlackBerry Desktop Software Online Help*.
- Verify that your BlackBerry device is associated with an email account that uses a BlackBerry Enterprise Server that supports this feature. For more information, contact your system administrator.

Synchronize organizer data over the wireless network

1. In the address book, calendar, task list, or memo list , press the **Menu** key.
2. Click **Options**.
3. Set the **Wireless Synchronization** field to **Yes**.
4. Press the **Menu** key.
5. Click **Save**.

To stop synchronizing organizer data over the wireless network, set the **Wireless Synchronization** field to **No**.

About synchronization conflicts

A synchronization conflict occurs when you change the same email message or organizer data item on your BlackBerry® device and in the email application on your computer.

If you reconcile your email messages using wireless email reconciliation, on your device, you can set whether the email messages on your device or the email messages on your computer take precedence when an email reconciliation conflict occurs.

If you synchronize your organizer data using wireless data synchronization, the organizer data on your computer takes precedence over the organizer data on your device when a data synchronization conflict occurs.

Manage email reconciliation conflicts

Set the On Conflicts option for each email address that is associated with your BlackBerry® device.

1. In a message list, press the **Menu** key.
2. Click **Options**.
3. Click **Email Reconciliation**.
4. Set the **On Conflicts** field.
5. Press the **Menu** key.
6. Click **Save**.

Manage data synchronization conflicts

You can set how organizer data synchronization conflicts are resolved by turning off wireless data synchronization, setting conflict resolution options and synchronizing organizer data using the synchronization tool of the BlackBerry Desktop Manager. See the *BlackBerry Desktop Software Online Help* for more information about managing organizer data synchronization conflicts.

About backing up and restoring device data

If you have installed the BlackBerry® Desktop Software on your computer, you can back up and restore most of your BlackBerry device data, including messages, organizer data, fonts, saved searches, and browser bookmarks using the backup and restore tool of the BlackBerry Desktop Manager. For more information, see the *BlackBerry Desktop Software Online Help*.

If your device is associated with an email account that uses a BlackBerry Enterprise Server, you might be able to restore synchronized organizer data to your device over the wireless network. To restore synchronized organizer data over the wireless network, you must have an enterprise activation password. For more information, contact your system administrator.

Wireless data restoration prerequisites

- Verify that your BlackBerry® device is associated with an email account that uses BlackBerry Enterprise Server version 4.0 or later.
- Verify that your system administrator has provided you with an enterprise activation password.
- Verify that your device is connected to the wireless network.

Delete all device data

Verify that you have a backup copy of your BlackBerry® device data.

CAUTION: If you have turned on content protection, the process for deleting all device data can take up to an hour to complete. You cannot stop the process after you start it. If you reset your device, the process continues after the device restarts.

1. In the device options, click **Security Options**.
2. Click **General Settings**.
3. Press the **Menu** key.
4. Click **Wipe Handheld**.
5. Click **Continue**.
6. Type **blackberry**.

Empty the deleted items folder on your computer from your device

Verify that your BlackBerry® device is associated with an email account that uses a BlackBerry Enterprise Server that supports this feature and that wireless email reconciliation is turned on. For more information, contact your system administrator.

1. In a message list, press the **Menu** key.
2. Click **Options**.

3. Click **Email Reconciliation**.
4. Press the **Menu** key.
5. Click **Purge Deleted Items**.
6. Click **Yes**.

Synchronization troubleshooting

Email messages are not reconciling over the wireless network

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.
- Verify that wireless email reconciliation is turned on.
- Reconcile email messages manually. In a message list, press the **Menu** key. Click **Reconcile Now**.

I am not receiving email messages from personal folders on my computer

If your BlackBerry® device is associated with a Microsoft® Outlook® email account, you must use the synchronization tool of the BlackBerry Desktop Manager to reconcile email messages in personal folders. See the *BlackBerry Desktop Software Online Help* for more information.

Email messages are not being deleted over the wireless network

Try performing the following actions:

- If you delete multiple email messages on your BlackBerry® device, highlight the email messages and press the **Backspace/ Delete** key. If you delete multiple email messages using the Delete Prior menu item, the email messages are not deleted during wireless email reconciliation.
- In the email reconciliation options, verify that the **Delete On** field is set to **Mailbox & Handheld**.

Organizer data is not synchronizing over the wireless network

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.
- Verify that wireless data synchronization is turned on in the address book, calendar, task list, and memo list.

Custom address book field data is not appearing on my computer

You can only synchronize the data in a custom address book field with a text field in the email application on your computer. For example, you cannot add a contact's birthday to a custom address book field on your BlackBerry® device and synchronize it with the email application on your computer, because the birthday field is a date field in the email application on your computer.

Some characters in calendar entries do not appear correctly after synchronization

If you schedule appointments or meetings on your BlackBerry® device that contain special characters or accents, your computer might not support these characters.

On your computer, verify that you are using the correct default code page and that the correct font support is installed on your computer. See the documentation for the operating system on your computer for more information.

Browser

Browser basics

About browser configurations

The browser on your BlackBerry® device supports multiple browser configurations for optimizing your browsing experience.

The BlackBerry Browser configuration optimizes the appearance of HTML web pages in the browser. If your BlackBerry device is associated with an email account that uses a BlackBerry Enterprise Server that supports the BlackBerry Browser, you can use the BlackBerry Browser configuration to browse the Internet and your organization's intranet. If your BlackBerry device is associated with an email account that uses BlackBerry Enterprise Server Version 4.1 or later, you can also use the BlackBerry Browser configuration to view .doc, .pdf, .txt, .wpd, and .xls files in the browser. If you use the BlackBerry Browser configuration, you might not be able to change some browser options.

The Internet Browser configuration also optimizes the appearance of HTML web pages in the browser. You can use the Internet Browser configuration to access web pages that enable you to subscribe to BlackBerry web push services or access ring tones. Depending on your wireless service provider, the Internet Browser configuration might not be available on your device or might use a different name. For more information about the Internet Browser configuration, contact your wireless service provider.

The WAP Browser configuration optimizes the appearance of WML web pages in the browser. You can use the WAP Browser configuration to access web pages from your wireless service provider that enable you to configure your account information and subscribe to services such as voice mail.

Visit a web page

1. In the browser, press the [BB] key.
2. Click **Go To**.
3. Perform one of the following actions:
   - Type a web address. Press the [↵] key.
   - Highlight a web address. Press the [↵] key.
   - Highlight a web address. Press the [BB] key. Click **Edit**. Change the web address. Press the [↵] key.
4. Click **OK**.

Follow a link

Click a link.

Move back or forward a web page

1. On a web page, press the **Menu** key.
2. Click **Back** or **Forward**.

View a thumbnail version of a web page

1. On a web page, press the **Menu** key.
2. Click **Page Overview**.

Move to a section of a long web page quickly

1. In a thumbnail version of the web page, position your cursor on the location of the web page you want to view.
2. Press any key to close the thumbnail.

The section of the web page that you want to view appears on the screen.

Move through a web page line by line

1. On a web page, press the **Menu** key.
2. Click **Select Mode**.

To select only links and fields as you move through a web page, press the **Menu** key. Click **View Mode**.

Switch browser views

You can view web pages in Mobile view or Desktop view. Desktop view displays web pages in a wide screen format that is similar to the format in which web pages appear in a browser on a computer.

1. On a web page, press the **Menu** key.
2. Click **Desktop View** or **Mobile View**.

Search for text in a message, attachment, web page, or memo

To search for text in a presentation attachment, verify that you are viewing the presentation in text view or in text and slide view.

1. In a message, attachment, web page, or memo, press the **Menu** key.
2. Click **Find**.
3. Type the text.
4. Press the **Enter** key.

To search for the next instance of the text, press the **Menu** key. Click **Find Next**.

Refresh a web page

1. On a web page, press the **Menu** key.
2. Click **Refresh**.

View a list of web pages you visited recently

1. On a web page, press the **Menu** key.

2. Click **History**.

Stop loading a web page

1. When a web page is loading, press the **Menu** key.
2. Click **Stop**.

Return to the home page

1. On a web page, press the **Menu** key.
2. Click **Home**.

Hide the browser

1. In the browser, press the **Menu** key.
2. Click **Hide**.

Close the browser

1. In the browser, press the **Menu** key.
2. Click **Close**.

Links, pictures, and web page addresses

View the address for a link or picture

1. On a web page, highlight a link or picture.
2. Press the **Menu** key.
3. Click **Link Address** or **Image Address**.

View the address for a web page

1. On a web page, press the **Menu** key.
2. Click **Page Address**.

Copy an address for a web page, link, or picture

1. On a web page, perform one of the following actions:
    - Highlight a link. Press the **Menu** key. Click **Link Address**.
    - Highlight a picture. Press the **Menu** key. Click **Image Address**.
    - Press the **Menu** key. Click **Page Address**.

2. Click **Copy Address**.

To paste the address, press the **Menu** key. Click **Paste**.

Forward a link or picture from a web page

1. On a web page, highlight a link or picture.
2. Press the **Menu** key.
3. Click **Link Address** or **Image Address**.
4. Click **Send Address**.
5. Click a message type.

To return to the browser after you send the message, press the **Escape** key.

Forward a web page address

1. On a web page, press the **Menu** key.
2. Click **Send Address**.
3. Click a message type.

To return to the browser after you send the message, press the **Escape** key.

View a full picture on a web page

1. On a web page, highlight a picture.
2. Press the **Menu** key.
3. Click **Full Image**.

Zoom in to or out from a picture

1. In a picture, press the **Menu** key.
2. Click **Zoom**.
3. Roll the trackball up or down.

To zoom back to the original picture size, press the **Menu** key. Click **Zoom 1:1**.

Rotate a picture

1. In a picture, press the **Menu** key.
2. Click **Rotate**.

The picture turns 90 degrees in a clockwise direction.

Set how pictures load in the browser

1. In the browser, press the **Menu** key.
2. Click **Options**.

3. Click **Browser Configuration**.
4. Perform one of the following actions:
    - To load pictures on WML web pages only, set the **Show Images** field to **On WML Pages Only**.
    - To stop pictures from loading on all web pages, set the **Show Images** field to **No**.
    - To turn off placeholders for pictures, set the **Show Image Placeholders** field to **No**.
5. Press the **Menu** key.
6. Click **Save Options**.

Load pictures on a web page

1. On a web page, press the **Menu** key.
2. Perform one of the following actions:
    - To load some pictures, click **More Images**.
    - To load all pictures, click **All Images**.

Web page requests

About saving web pages and web page requests

While a web page is loading, you can save the web page request in a message list. When you save a web page request, you can use other pages while you are waiting for the web page to load.

You can also save web pages to a message list. When you save a web page, you can view the text on the page at any time. A saved web page displays content that was current at the time that the web page was saved.

Save a web page request to a message list

1. When a web page is loading, press the **Menu** key.
2. Click **Save Request**.

Save a web page to a message list

1. On a web page, press the **Menu** key.
2. Click **Save Page**.
3. Type a title.
4. Click **OK**.

Bookmarks

About bookmarks

You can add bookmarks for web pages that you visit frequently. When you add a bookmark, you can set whether you want to make the web page available offline and whether you want the browser to check the web page for updates periodically. Bookmarks for web pages that have been updated since the last time you visited them appear in italic.

Add a bookmark

1. On a web page, press the **Menu** key.
2. Click **Add Bookmark**.
3. In the **Auto Synchronize** field, set how often the browser should check for updates to the web page.
4. In the **Start time** field, set the time of day when the browser should start checking for updates.
5. Press the **Menu** key.
6. Click **Add**.

Make a web page available offline

When adding a bookmark, select the **Available Offline** check box.

If you visit the web page offline, the browser displays the information that was current the last time that you viewed the web page online.

Change a bookmark

1. On a web page, press the **Menu** key.
2. Click **Bookmarks**.
3. Highlight a bookmark.
4. Press the **Menu** key.
5. Click **Edit Bookmark**.
6. Change the bookmark.
7. Press the **Menu** key.
8. Click **Accept**.

Forward a bookmark

1. In the bookmark list, highlight a bookmark.
2. Press the **Menu** key.
3. Click **Send Bookmark**.
4. Click a message type.

To return to the browser after you send the message, press the **Escape** key.

Delete a bookmark

1. On a web page, press the **Menu** key.
2. Click **Bookmarks**.
3. Highlight a bookmark.
4. Press the **Menu** key.
5. Click **Delete Bookmark**.

Add a bookmark folder

1. On a web page, press the **Menu** key.
2. Click **Bookmarks**.
3. Press the **Menu** key.
4. Click **Add Subfolder**.

File a bookmark

1. On a web page, press the **Menu** key.
2. Click **Bookmarks**.
3. Highlight a bookmark.
4. Press the **Menu** key.
5. Click **Move Bookmark**.
6. Roll the trackball to the new location.
7. Click the trackball.

Expand a folder

Click a folder with a plus sign (+) beside it.

Collapse a folder

Click a folder with a minus sign (-) beside it.

Rename a bookmark folder

You can only rename folders that you created.

1. Highlight a folder.
2. Press the **Menu** key.
3. Click **Rename Folder**.

Delete a bookmark folder

You can only delete folders that you created.

1. Highlight a folder.
2. Press the **Menu** key.
3. Click **Delete Folder**.

Web feeds

About web feeds

Web feeds provide you with information about updates to web site content. You can open a web feed to view a list of titles and descriptions for updated web site content. If a title interests you, you can click it to view the content. For example, if you open a sports web feed for a news web site, you can scan a list of sports stories that the web site has published since the last time that you checked the web feed.

You can open web feeds on web pages, or you can subscribe to web feeds and open them from your bookmark list. In your bookmark list, web feeds that have been updated since the last time you checked them appear in italic. In a web feed, unopened web feed titles appear in bold.

If one or more web feeds are available on a web page, the Add Web Feed option appears in the menu.

Subscribe to a web feed

1. On a web page, press the **Menu** key.
2. Click **Add Web Feed**.
3. Select the check box beside a web feed.
4. In the **Auto Synchronize** field, set how often the browser should check for updates to the web feed.
5. In the **Start time** field, set the time of day when the browser should start checking for updates.
6. Press the **Menu** key.
7. Click **Add**.

View the description for a web feed title

1. In a web feed, highlight a title.
2. Press the **Menu** key.
3. Click **Show Description**.

To hide a description, highlight a title. Press the **Menu** key. Click **Hide Description**.

View the full content for a web feed title

1. In a web feed, highlight a title.

2. Press the **Menu** key.
3. Click **Read Story**.

Mark a web feed title as opened or unopened

In a web feed, perform one of the following actions:

- Highlight a title. Press the **Menu** key. Click **Mark Opened** or **Mark Unopened**.
- Highlight a date field. Press the **Menu** key. Click **Mark Prior Opened**.

Change a web feed

1. On a web page, press the **Menu** key.
2. Click **Bookmarks**.
3. Highlight a web feed.
4. Press the **Menu** key.
5. Click **Edit Bookmark**.
6. Change the web feed.
7. Press the **Menu** key.
8. Click **Save**.

File a web feed

1. On a web page, press the **Menu** key.
2. Click **Bookmarks**.
3. Highlight a web feed.
4. Press the **Menu** key.
5. Click **Move Bookmark**.
6. Roll the trackball to the new location.
7. Click the trackball.

Delete a web feed

1. On a web page, press the **Menu** key.
2. Click **Bookmarks**.
3. Highlight a web feed.
4. Press the **Menu** key.
5. Click **Delete Bookmark**.

Browser settings

Clear a browser cache

1. In the browser, press the **Menu** key.
2. Click **Options**.
3. Click **Cache Operations**.
4. Beside a cache type, click **Clear**.

Clear browser history

1. In the browser, press the **Menu** key.
2. Click **Options**.
3. Click **Cache Operations**.
4. Click **Clear History**.

Turn on JavaScript support

Verify that your BlackBerry® device is associated with an email account that uses BlackBerry Enterprise Server version 4.0 or later.

1. In the browser, press the **Menu** key.
2. Click **Options**.
3. Click **Browser Configuration**.
4. Select the **Support JavaScript** check box.
5. Press the **Menu** key.
6. Click **Save Options**.

Set the number of times animated graphics repeat

Verify that your BlackBerry® device is associated with an email account that uses BlackBerry Enterprise Server version 4.0 or later.

1. In the browser, press the **Menu** key.
2. Click **Options**.
3. Click **General Properties**.
4. Set the **Repeat Animations** field.
5. Press the **Menu** key.
6. Click **Save Options**.

Set the default browser view

You can view web pages in Mobile view or Desktop view. Desktop view displays web pages in a wide screen format that is similar to the format in which web pages appear in a browser on a computer.

1. In the browser, press the **Menu** key.
2. Click **Options**.
3. Click **General Properties**.
4. Set the **Default View** field.
5. Press the **Menu** key.
6. Click **Save Options**.

Set the web content type that the browser accepts

1. In the browser, press the **Menu** key.
2. Click **Options**.
3. Click **Browser Configuration**.
4. Set the **Content Mode** field.
5. Press the **Menu** key.
6. Click **Save Options**.

Set the home page

Depending on your wireless service provider, you might not be able to set the home page.

1. In the browser, press the **Menu** key.
2. Click **Options**.
3. Click **Browser Configuration**.
4. In the **Home Page Address** field, type a web address.
5. Press the **Menu** key.
6. Click **Save Options**.

Set the default browser configuration

1. In the device options, click **Advanced Options**.
2. Click **Browser**.
3. Set the **Default browser configuration** field.
4. Press the **Menu** key.
5. Click **Save**.

Set the character encoding for all web pages

By default, your BlackBerry® device uses the optimal character encoding for a web page.

1. On a web page, press the **Menu** key.
2. Click **Set Encoding**.
3. Clear the **Auto mode** check box.
4. Set the **Default charset** field.
5. Click **OK**.

Receive a prompt before running a script

1. In the browser, press the **Menu** key.
2. Click **Options**.
3. Click **General Properties**.
4. Select the **Prompt Before Running WML Scripts** check box.
5. Press the **Menu** key.
6. Click **Save Options**.

Receive a prompt before closing the browser

By default, your BlackBerry® device closes the browser without prompting you when you hold the **Escape** key.

1. In the browser, press the **Menu** key.
2. Click **Options**.
3. Click **General Properties**.
4. Select the **Prompt Before Closing Browser On Escape** check box.
5. Press the **Menu** key.
6. Click **Save Options**.

Browser security

About TLS

The BlackBerry® Browser configuration is designed to use TLS or SSL to encrypt data that your device sends or receives over the Internet through the BlackBerry Enterprise Server. Communication between your device and the BlackBerry Enterprise Server is encrypted using Triple DES. Communication between the BlackBerry Enterprise Server and content servers is encrypted using SSL or TLS. To increase security, you can set up TLS for HTTP connections between your device and the BlackBerry Enterprise Server and use Triple DES encryption for all other communication between your device and the BlackBerry Enterprise Server.

About WTLS

The WAP Browser configuration is designed to use WTLS to encrypt data that your BlackBerry® device sends and receives over the Internet through a WAP gateway. Communication between your device and the WAP gateway is encrypted using WTLS. Communication between the WAP gateway and content servers is encrypted using TLS or SSL.

Manage browser security

1. In the device options, click **Security Options**.
2. Click **TLS** or **WTLS**.
3. Set the security options.
4. Press the **Menu** key.
5. Click **Save**.

TLS options

TLS Default:
Set the type of TLS or SSL connection that your browser uses for HTTP connections. To use a direct TLS or SSL connection, set this field to **Handheld**. To use Triple DES and TLS or SSL, set this field to **Proxy**.

Allow HTTP Redirections:
Set whether a prompt appears before a secure web page redirects your browser to another web page.

Protocol:
Set the protocol that your BlackBerry® device uses for TLS connections between the browser and content servers.

Encryption Strength:
Set whether your browser only accepts and sends data that is encrypted using 128-bit encryption. To only accept and send data that is encrypted using 128-bit encryption, set this field to **Strong Only**. To accept and send data that is encrypted using 128-bit encryption or 56-bit encryption, set this field to **Allow Weak**.

Allow FIPS Algorithms Only:
Set whether your browser accepts and sends data that is encrypted using only FIPS-approved algorithms.

Prompt for Server Trust:
Set whether a prompt appears when your browser tries to connect to an untrusted content server that your device does not have a authentication certificate for.

Prompt for Domain Name:
Set whether a prompt appears when your browser tries to connect to a content server and the domain name on the authentication certificate for the content server does not match the web address to which the browser is trying to connect.

Prompt for Certificate:
Set whether a prompt appears when your browser tries to connect to a content server. You might want a prompt to appear if your device has more than one certificate that you use to authenticate with content servers.

Prompt if Client Cert Not Found:
Set whether a prompt appears when your browser tries to connect to a content server, but your device does not have a certificate that can be used to authenticate with the content server.

Default Client Certificate:
Set the certificate that your browser uses to authenticate with content servers.

WTLS options

Encryption Strength:

Set whether your browser only accepts and sends data that is encrypted using 128-bit encryption. To only accept and send data that is encrypted using 128-bit encryption, set this field to **Strong Only**. To accept and send data that is encrypted using 128-bit encryption or 56-bit encryption, set this field to **Allow Weak**.

Prompt for Server Trust:

Set whether a prompt appears when your browser tries to connect to an untrusted content server that your device does not have a authentication certificate for.

Add a trusted content server

Add content servers to your trusted content server list to accelerate the authentication process when you are authenticating with a content server.

1. In the device options, click **Security Options**.
2. Click **TLS**.
3. Press the **Menu** key.
4. Click **Add Host**.
5. Perform one of the following actions:
   - If the **TLS Default** field is set to **Proxy**, in the **Host Name** field, type the web address for the content server.
   - If the **TLS Default** field is set to **Handheld**, in the **Host Name** field, type the web address for the content server. Set the **Certificate** field to the client certificate that you want to use to authenticate with the content server.
6. Click **OK**.
7. Press the **Menu** key.
8. Click **Save**.

Browser push

About browser push

Browser push is designed to push information from a web application to your BlackBerry® device as the information becomes available. For example, you can use browser push to receive updates for weather reports, stock quotes, or breaking news. When your device receives an update, a new browser push message might appear in a message list or, an on the Home screen or in the application list might change to indicate that new information is available. The web application might also push updated information to your browser cache without notifying you. If information is pushed to your browser cache, the information is available on your device even when your device is not connected to the wireless network.

Your device supports different types of browser push messages. Service loading messages include updated information. Service indication messages include a link to updated information. Other browser push messages include messages that appear in your browser cache.

Turn on browser push

1. In the device options, click **Advanced Options**.
2. Click **Browser Push**.
3. Perform one of the following actions:
    - To accept all browser push messages, select the **Enable Push** check box.
    - To accept browser push messages through a BlackBerry® Enterprise Server or BlackBerry Internet Service only, select the **Enable Push** check box and clear the **Enable WAP Push** check box.
    - To accept browser push messages through WAP gateways only, select the **Enable Push** check box and clear the **Enable MDS Push** check box.
4. Press the **Menu** key.
5. Click **Save**.

Browser push options

Process MDS:
Set whether your BlackBerry® device accepts browser push messages from the BlackBerry Enterprise Server or BlackBerry Internet Service.

MDS Hosts:
Set whether your device accepts push messages from all BlackBerry Enterprise Servers or BlackBerry Internet Services, or no BlackBerry Enterprise Servers or BlackBerry Internet Services.

Process SMSC:
Set whether your device accepts SMS-based browser push messages.

SMSC Hosts:
Set which SMSC hosts your device accepts browser push messages from. To accept browser push messages from a specific SMSC host, type the phone number for the SMSC host.

Process IP:
Set whether your device accepts browser push messages that web applications send through a WAP gateway.

IP Hosts:
Set which WAP gateways your device accepts browser push messages from. To accept browser push messages from a specific IP host, type the IP address for the WAP gateway.

Browser shortcuts

- To insert a period (.) in the Go To dialog box, press the **Space** key.
- To insert a slash mark (/) in the Go To dialog box, press the **Shift** key and the **Space** key.
- To stop loading a web page, press the **Escape** key.
- To close the browser, hold the **Escape** key.

On a web page

- To move to a specific web page, press the period (.) key.

- To open the bookmark list, press **5**.
- To add a bookmark, press the question mark (**?**) key.
- To follow a highlighted link, press the **Enter** key.
- To hide the banner, press the exclamation point (**!**) key.
- To view the banner again, press the exclamation point (**!**) key.
- To view a thumbnail version of a web page, press **X**. To return to the normal view, press any key.

Navigate a web page

- To move up a screen, press **3**.
- To move down a screen, press **9**.
- To move to the top of a web page, press **1**.
- To move to the bottom of a web page, press **7**.

Browser troubleshooting

No browser is available on my device

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.
- Verify that your wireless service plan includes this service.

I cannot set up automatic synchronization for bookmarks

When you add a bookmark, you can only set the Auto Synchronize and Start Time fields if content protection is turned off.

Applications

Add an application

1. On a web page, highlight a link for an application.
2. Press the **Menu** key.
3. Click **Download**.
4. Click **OK**.

View properties for an application

1. In the device options, click **Advanced Options**.
2. Click **Applications**.
3. Click an application.

Delete a third-party application

1. In the device options, click **Advanced Options**.
2. Click **Applications**.
3. Highlight a third-party application.
4. Press the **Menu** key.
5. Click **Delete**.

View the size of an application database

1. In the device options, click **Status**.
2. Press the **Menu** key.
3. Click **Database Sizes**.

Application troubleshooting

I cannot add applications

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.
- Verify that your device has enough memory to add the application.

Media

Media files and folders

About media files and folders

In the media application, you can open media files, such as videos, ring tones, pictures, or songs, that are stored in media folders in the BlackBerry® device memory or on a media card that you have inserted into your device. Some preloaded media files, including Home screen background pictures and ring tones, might be available in a Preloaded Media folder on your device.

Add a media folder

1. In the media application, click a media type.
2. Click a media folder.
3. Press the **Menu** key.
4. Click **New Folder**.
5. Type a name for the folder.
6. Click **Save**.

Rename a media folder

You only rename media folders that you have added.

1. In the media application, click a media type.
2. Highlight a media folder.
3. Press the **Menu** key.
4. Click **Rename**.
5. Type a name for the folder.
6. Click **Save**.

Delete a media folder

You only delete media folders that you have added.

1. In the media application, click a media type.
2. Highlight a media folder.
3. Press the **Menu** key.
4. Click **Delete**.

Move a media file

You only move media files that you have added.

1. In the media application, click a media type.
2. Click a media folder.
3. Highlight a media file.
4. Press the **Menu** key.
5. Click **Move**.
6. Highlight a media folder.
7. Press the **Menu** key.
8. Click **Move Here**.

Set the amount of memory available for media files

1. In the media application, click a media type.
2. Press the **Menu** key.
3. Click **Options**.
4. Perform any of the following actions:
    - To set the maximum amount of BlackBerry® device memory available for all media files, set the **Device Memory Limit** field.
    - To set the minimum amount of device memory available for pictures, set the **Reserved Pictures Memory** field.
5. Press the **Menu** key.
6. Click **Save**.

View properties for a media file or folder

1. In the media application, click a media type.
2. Highlight a media file or folder.
3. Press the **Menu** key.
4. Click **Properties**.

Sort media files and folders

1. In the media application, click a media type.
2. Press the **Menu** key.
3. Click **Options**.
4. Set the **Sort By** and **Sort Direction** fields.
5. Press the **Menu** key.
6. Click **Save**.

Switch media folder views

1. In the media application, click a media type.
2. Press the **Menu** key.
3. Click **View List** or **View Thumbnails**.

Adjust the volume

- To increase the volume, press the **Volume Up** key.
- To decrease the volume, press the **Volume Down** key.

Media file management

About transferring media files

You can use Bluetooth® technology to send media files to or receive media files from a Bluetooth enabled device, or you can connect your BlackBerry® device to your computer to transfer files between your device and your computer.

If you connect your device to your computer, you can transfer files between your media card and your computer using mass storage mode, or you can transfer media files between your device and your computer using the media manager tool of the BlackBerry Desktop Manager. See the *BlackBerry Desktop Software Online Help* for more information about using the media manager tool.

If you turn on media card encryption and you transfer files to your media card using mass storage mode or Bluetooth technology, your device does not encrypt the transferred files. If you transfer encrypted files from your media card using mass storage mode or Bluetooth technology, you cannot decrypt the files on your computer or on a Bluetooth enabled device.

Send a media file using Bluetooth technology

Verify that Bluetooth® technology is turned on and that your BlackBerry® device is paired with a Bluetooth enabled device.

1. In the media application, click a media type.
2. Click a media folder.
3. Highlight a media file.
4. Press the **Menu** key.
5. Click **Send Using Bluetooth**.
6. Click a Bluetooth enabled device.
7. Click **Send**.

Receive a media file using Bluetooth technology

Verify that Bluetooth® technology is turned on and that your BlackBerry® device is paired with a Bluetooth enabled device.

1. In the media application, click a media type.

2. Press the **Menu** key.
3. Click **Receive Using Bluetooth**.
4. Click **Yes**.
5. Click **Save**.

Transfer a file between your media card and your computer

Verify that mass storage mode is turned on.

1. Connect your BlackBerry® device to your computer.
2. On your computer, double-click **My Computer**.
3. In the **Devices with Removable Storage** section, click **Removable Disk**.
4. Drag a file from one location to another.

To exit mass storage mode, disconnect your device from your computer.

Forward a media file

You can only forward media files that you have added to the BlackBerry® device memory or a media card.

1. In the media application, click a media type.
2. Click a media folder.
3. Highlight a media file.
4. Press the **Menu** key.
5. Click **Send As Email**.

Videos and pictures

Play a video

Play video files, such as .avi, .mov, .mp4, or .3gp files, from the BlackBerry® device memory or a media card.

1. In the media application, click a media type.
2. Click a media folder that contains videos.
3. Perform one of the following actions:
    - To play one video, click the video.
    - To play all the videos in the media folder, press the **Menu** key. Click **Play Folder**.
    - To play all the videos in the media folder and any subfolders, press the **Menu** key. Click **Play All**.

Fast-forward or rewind a video

1. When playing a video, click the progress bar.
2. Roll the trackball to the right or left.

3. Click the trackball.

Pause a video

When playing a video, click the **pause** icon.

To resume playing the video, click the **play** icon.

Play the next or previous video in a media folder

1. When playing a video, press the **Menu** key.
2. Click **Next** or **Previous**.

View a picture

1. In the media application, click a media type.
2. Click a media folder that contains pictures.
3. Click a picture.

Zoom in to or out from a picture

1. In a picture, press the **Menu** key.
2. Click **Zoom**.
3. Roll the trackball up or down.

To zoom back to the original picture size, press the **Menu** key. Click **Zoom 1:1**.

Rotate a picture

1. In a picture, press the **Menu** key.
2. Click **Rotate**.

The picture turns 90 degrees in a clockwise direction.

Pan a picture

Verify that you have zoomed in to the picture.

In a picture, roll the trackball up or down.

View pictures as a slide show

1. In the media application, click a media type.
2. Click a media folder that contains pictures.
3. Press the **Menu** key.
4. Click **View Slide Show**.

To exit the slide show, press the **Escape** key.

Set the interval between slides in a slide show

1. In the media application, click a media type.
2. Press the **Menu** key.
3. Click **Options**.
4. Set the **Slide Show Interval** field.
5. Press the **Menu** key.
6. Click **Save**.

Save a picture

Save picture files, such as .jpeg, .png, .gif, or .bmp files, to the BlackBerry® device memory or a media card.

1. Open a picture attachment or highlight a picture on a web page.
2. Press the **Menu** key.
3. Click **Save Image**.
4. Click **Save**.

Use a picture as the Home screen background

1. In the media application, click a media type.
2. Click a media folder that contains pictures.
3. Highlight a picture.
4. Press the key.
5. Click **Set As Home Screen Image**.

To clear the picture from the Home screen, press the key. Click **Reset Home Screen Image**.

Download a Home screen background

Verify that your wireless service provider supports this feature.

1. In the media application, click a media type.
2. Click a media folder that contains pictures.
3. Press the **Menu** key.
4. Click **Download Images**.

Rename a video or picture

You can only rename media files that you added.

1. In the media application, click a media type.
2. Click a media folder that contains videos or pictures.

3. Highlight a video or picture.
4. Press the **Menu** key.
5. Click **Rename**.
6. Type a name for the file.
7. Click **Save**.

Delete a video or picture

You can only delete media files that you added.

1. In the media application, click a media type.
2. Click a media folder that contains videos or pictures.
3. Highlight a video or picture.
4. Press the **Menu** key.
5. Click **Delete**.

Music and ring tones

Play music

Play audio files, such as .aac, .amr, .m4a, .midi, .mp3, or .wav files, from the BlackBerry® device memory or a media card. You can use other applications on your device when playing music.

1. In the media application, click a media type.
2. Click a media folder that contains songs.
3. Perform one of the following actions:
    - To play one song, click the song.
    - To play all the songs in the media folder, press the **Menu** key. Click **Play Folder**.
    - To play all the songs in the media folder and any subfolders, press the **Menu** key. Click **Play All**.

Play the next or previous song in a media folder

1. When playing a song, press the **Menu** key.
2. Click **Next** or **Previous**.

Pause a song

When playing a song, click the **pause** icon.

To resume playing the song, click the **play** icon.

Shuffle songs in a media folder

1. In the media application, click a media type.
2. Click a media folder that contains songs.
3. Press the **Menu** key.
4. Perform one of the following actions:
    - To shuffle all the songs in the media folder, click **Play Folder**.
    - To shuffle all the songs in the media folder and any subfolders, click **Play All**.
5. Press the **Menu** key.
6. Click **Shuffle**.

To stop playing songs in random order, press the **Menu** key. Click **Shuffle**.

Repeat songs in a media folder

1. In the media application, click a media type.
2. Click a media folder that contains songs.
3. Perform one of the following actions:
    - To repeat one song, click a song.
    - To repeat all the songs in the media folder, press the **Menu** key. Click **Play Folder**.
    - To repeat all the songs in the media folder and any subfolders, press the **Menu** key. Click **Play All**.
4. Press the **Menu** key.
5. Click **Repeat**.

To stop repeating the songs, press the **Menu** key. Click **Repeat**.

Use a headset

You can purchase an optional headset to use with your BlackBerry® device.

- To answer a call, press the headset button.
- To turn on mute during a call, press the headset button. To turn off mute, press the headset button again.
- To end a call, hold the headset button.
- To make a call using a voice command, hold the headset button. Say the command.
- To pause a song, press the headset button. To resume playing the song, press the headset button again.

For more information about using the headset, see the documentation that came with your headset.

Play a ring tone

1. In the media application, click a media type.
2. Click a media folder that contains ring tones.
3. Click a ring tone.

Download a ring tone

Verify that your wireless service provider supports this feature.

1. In the media application, click a media type.
2. Click a media folder that contains ring tones.
3. Press the **Menu** key.
4. Click **Download Tunes**.

Save a song or ring tone

Save audio files, such as .mid, .mp3, or .wav files, to the BlackBerry® device memory or a media card.

1. Open a ring tone attachment or a song or highlight a ring tone on a web page.
2. Press the **Menu** key.
3. Click **Save**.

Rename a song or ring tone

You can only rename media files that you added.

1. In the media application, click a media type.
2. Click a media folder that contains songs or ring tones.
3. Highlight a song or ring tone.
4. Press the **Menu** key.
5. Click **Rename**.
6. Type a name for the file.
7. Click **Save**.

Note: If you rename a ring tone that you use in a notification profile, you must change the notification profile to use the renamed ring tone.

Delete a song or ring tone

You can only delete media files that you added.

1. In the media application, click a media type.
2. Click a media folder that contains songs or ring tones.
3. Highlight a song or ring tone.
4. Press the **Menu** key.
5. Click **Delete**.

Note: If you delete a ring tone that you use in a notification profile, the notification profile uses the default ring tone.

Media card settings

About media cards

Insert a microSD media card into your BlackBerry® device to extend the memory that is available on your device for storing media files such as videos, pictures, songs, or ring tones. See the printed documentation that came with your device for more information about inserting a media card into your device.

About media card encryption

Media card encryption is designed to protect the data that you store on the media card that is inserted in your BlackBerry® device. You can encrypt the files on your media card using a media card encryption key, your device password, or both.

You can set media card encryption to include or exclude media files.

Encrypt the files on a media card

To encrypt files on the media card that is inserted in your BlackBerry® device using your device password, verify that you have set a device password.

1. In the device options, click **Advanced Options**.
2. Click **Media Card**.
3. Perform one of the following actions:
    - To encrypt files using an encryption key that your device generates for your media card, set the **Encryption Mode** field to **Device**.
    - To encrypt files using your device password, set the **Encryption Mode** field to **Security Password**.
    - To encrypt files using a media card encryption key and your device password, set the **Encryption Mode** field to **Security Password & Device**.
4. To encrypt media files on your media card, set the **Encrypt Media Files** field to **Yes**.
5. Press the **Menu** key.
6. Click **Save**.

To turn off media card encryption, set the **Encryption Mode** field to **None**.

View the amount of available memory on a media card

Verify that media card support is turned on.

1. In the device options, click **Advanced Options**.
2. Click **Media Card**.

Turn on mass storage mode manually

1. Connect your BlackBerry® device to your computer.
2. In the device options, click **Advanced Options**.
3. Click **Media Card**.
4. Verify that the **Auto Enable Mass Storage Mode When Connected** field is set to **No**.
5. Press the **Menu** key.
6. Click **Enable USB Mass Storage Mode**.

Turn off the mass storage mode prompt

1. In the device options, click **Advanced Options**.
2. Click **Media Card**.
3. Perform one of the following actions:
   - To turn on mass storage mode automatically when you connect your BlackBerry® device to your computer, set the **Auto Enable Mass Storage Mode When Connected** field to **Yes**.
   - To turn on mass storage mode manually when you connect your device to your computer, set the **Auto Enable Mass Storage Mode When Connected** field to **No**.
4. Press the **Menu** key.
5. Click **Save**.

Turn off mass storage mode support

1. In the device options, click **Advanced Options**.
2. Click **Media Card**.
3. Set the **Mass Storage Mode Support** field to **Off**.
4. Press the **Menu** key.
5. Click **Save**.

Format a media card

1. In the device options, click **Advanced Options**.
2. Click **Media Card**.
3. Press the **Menu** key.
4. Click **Format Card**.

Turn off media card support

1. In the device options, click **Advanced Options**.

2. Click **Media Card**.
3. Set the **Media Card Support** field to **Off**.
4. Press the **Menu** key.
5. Click **Save**.

Media shortcuts

- To pause a video or song, press the **Mute** key.
- To resume playing a video or song, press the **Mute** key.
- To rotate a picture, press the comma (,) key.
- To zoom in to a picture, press **3**.
- To zoom out from a picture, press **9**.
- To zoom to the original picture size, press **5**.

Media troubleshooting

I cannot fast-forward or rewind songs

Fast-forward and rewind are not supported.

I cannot play videos

You can only play videos that are encoded as MPEG-4 Part 2 Simple Profile or H.263.

I cannot sort pictures on my device

Your BlackBerry® device sorts pictures in descending order by date. You cannot change this sort order.

I cannot open media files on my media card

Try performing the following actions:

- If you are trying to open a media file on your BlackBerry® device and your device is connected to your computer, disconnect your device from the computer or turn off mass storage mode.
- If you are trying to open a media file on your computer using mass storage mode, verify that you have closed the media manager tool of the BlackBerry Desktop Manager.
- If you are trying to open a media file on your computer using the media manager tool of the BlackBerry Desktop Manager, verify that mass storage mode is turned off on your device.
- If you encrypted the media files on your media card using a media card encryption key and you are trying to open an encrypted media file using your computer or a device other than the BlackBerry device that you used to encrypt the file, insert the media card

into the BlackBerry device that you used to encrypt the file. In the media card options, set the **Encryption Mode** field to **None** or **Security Password**.

My device does not recognize my media card

Disconnect your BlackBerry® device from your computer. Turn off mass storage mode support. Format the media card.

My device is not using the correct ring tone or Home screen background

If you are using a ring tone or Home screen background picture that you encrypted on your media card using your BlackBerry® device password and you reset your device, unlock your device.

Maps

Locations

View a location on a map

1. On a map, press the **Menu** key.
2. Click **Go To Location**.
3. Perform one of the following actions:
    - Type the location information. Click the trackball. Click **Search**.
    - Click a location. Click **Select**.
    - Click a location. Click **Edit**. Change the location information. Click the trackball. Click **Search**.

View a location for a contact on a map

1. On a map, press the **Menu** key.
2. Click **Map From Address Book**.
3. Highlight a contact.
4. Press the **Menu** key.
5. Click **View Home Map** or **View Work Map**.

Forward a map

1. On a map, press the **Menu** key.
2. Click **Send Location**.

View points of interest near a location

You can search for points of interest such as businesses, airports, schools, parks, or landmarks.

1. On a map, press the **Menu** key.
2. Click **Search**.
3. Type the point of interest information.
4. Press the **Enter** key.

Highlight a location marker or point of interest

- In Map mode or Navigation mode, press the **Alt** key and roll the trackball.
- In Locations mode, roll the trackball.

View information for a location marker or point of interest

1. On a map, click a location marker or point of interest.
2. Click **Details**.

Zoom in to a location marker, route, or point of interest

1. On a map, highlight a location marker, route, or point of interest.
2. Press the **Menu** key.
3. Click **Zoom To Point**.

Delete location markers, routes, or points of interest from a map

1. On a map, highlight a location marker, route, or point of interest.
2. Press the **Menu** key.
3. Perform one of the following actions:
    - To delete the highlighted location marker, route, or point of interest, click **Delete**.
    - To delete all location markers, routes, and points of interest, click **Clear All**.

Directions

Get directions

1. On a map, press the **Menu** key.
2. Click **Get Directions**.
3. Perform one of the following actions to specify a starting location:
    - Type the location information. Click the trackball. Click **Search**.
    - Click a location. Click **Select**.
    - Click a location. Click **Edit**. Change the location information. Click the trackball. Click **Search**.
4. Repeat step 3 to specify an ending location.

Get directions to or from a point of interest

1. On a map, highlight a point of interest.
2. Press the **Menu** key.
3. Click **Directions To** or **Directions From**.
4. Type the location information.
5. Click the trackball.

6. Click **Search**.

Get directions to a location from your current location

Verify that you are tracking your movement.

1. On a map, press the **Menu** key.
2. Click **Directions From**.
3. Type the ending location information.
4. Click the trackball.
5. Click **Search**.

Forward directions

1. On a map, press the **Menu** key.
2. Click **Send Directions**.

Map basics

Pan a map

- In Map mode or Navigation mode, roll the trackball.
- In Locations mode, press the **Alt** key and roll the trackball.

Zoom in to or out from a map

1. On a map, click the trackball.
2. Click **Zoom**.
3. Perform one of the following actions:
    - To zoom in, roll the trackball up.
    - To zoom out, roll the trackball down.
4. Click the trackball.

Map views

Map view:
You can view maps, location markers, routes, and points of interest.
Directions Dashboard view:
You can view location markers, routes, text directions, and points of interest. You can also highlight and move between directions.
Directions List view:
You can view a list of all text directions.
Locations List view:

You can view a list of location markers and location information.

Locations Map view:

You can view routes, location markers, and points of interest on a map.

Navigation Dashboard view:

You can track your movement and view routes, location markers, and points of interest. You can also view other navigational information such as upcoming streets, your speed, and your compass direction.

Navigation Map view:

You can track your movement and view routes, location markers, and points of interest.

Switch views

1. On a map, press the **Menu** key.
2. Click **Switch View**.
3. Click a view.

Clear the map cache

1. On a map, press the **Menu** key.
2. Click **Options**.
3. Press the **Menu** key.
4. Click **Clear Cache**.

Tracking

Tracking prerequisites

- If your BlackBerry® device does not have an internal GPS receiver or your wireless service provider does not support location-based services, verify that you have paired your BlackBerry device with a Bluetooth® enabled GPS receiver. For more information, contact your wireless service provider.
- Verify that you have set a GPS receiver to use when you track your movement.

Set a GPS receiver to use when you track your movement

1. On a map, press the **Menu** key.
2. Click **Options**.
3. Set the **GPS Device** field.
4. Press the **Menu** key.
5. Click **Save**.

Track your movement

1. On a map, click the trackball.
2. Click **Navigate**.

As you move, the map shifts and your location remains centered on the screen.
To stop tracking your movement, click the trackball. Click **Stop Navigation**.

View north at the top of a map

When you are tracking your movement, the direction in which you are moving appears at the top of the map by default.

1. On a map, press the **Menu** key.
2. Click **North Up**.

To view the direction in which you are moving at the top of the map again, press the **Menu** key. Click **Track Up**.

View status information at the top of a map

You can view the battery power level, wireless coverage level indicators, the time, map view information, and satellite and Bluetooth® connection information at the top of maps.

1. Press the **Menu** key.
2. Click **Options**.
3. Clear the **Hide title bar on startup** check box.
4. Press the **Menu** key.
5. Click **Save**.

To hide status information again, select the **Hide title bar on startup** check box.

Keep backlighting on when you track your movement

1. On a map, press the **Menu** key.
2. Click **Options**.
3. Set the **Disable backlight timeout when battery power above** field.
4. Press the **Menu** key.
5. Click **Save**.

Location bookmarks

Add a bookmark for a location

1. On a map, click the trackball.
2. Click **Add To Favorites**.

View a list of location bookmarks

1. On a map, click the trackball.
2. Click **Favorites**.

Clear location history

1. On a map, press the **Menu** key.
2. Click **Go To**.
3. Click a location.
4. Click **Clear History**.

Maps shortcuts

- To zoom in to a map, press **L**.
- To zoom out from a map, press **O**.
- To view status information at the top of a map, press **Q**.
- To hide status information at the top of a map, press **Q**.
- To switch views, press the **Space** key.

Map troubleshooting

I cannot view a location

Verify that no punctuation marks appear in the location information.

Diagonal lines appear on a map

Diagonal lines appear on a map when your BlackBerry® device loads new location information.

I cannot forward directions

Verify that you are viewing directions in Directions mode or that you have highlighted a route in Locations mode.

Contacts

Contact basics

Add a contact

1. In the address book, press the key.
2. Click **New Address**.
3. Type the contact information.
4. Click the trackball.
5. Click **Save**.

Add a contact from a message, call log, or web page

1. In a message or call log or on a web page, highlight a contact.
2. Press the **Menu** key.
3. Click **Add to Address Book**.
4. Type the contact information.
5. Press the **Menu** key.
6. Click **Save**.

Name a custom address book field

If you change the name of a custom address book field, it changes for all contacts.

1. When adding or editing a contact, click the **User1**, **User2**, **User3**, or **User4** field.
2. Click **Change Field Name**.
3. Type a name for the customer address book field.
4. Press the **Enter** key.

You can synchronize custom address book fields on your BlackBerry® device with the email application on your computer. See the *BlackBerry Desktop Software Online Help* for more information about synchronizing custom address book fields.

View a contact

In the address book, click a contact.

Change a contact

1. In the address book, highlight a contact.
2. Press the **Menu** key.

3. Click **Edit**.
4. Change the contact information.
5. Click the trackball.
6. Click **Save**.

Delete a contact

1. In the address book, highlight a contact.
2. Press the **Menu** key.
3. Click **Delete**.

About pauses and waits

Use a pause or a wait to separate additional numbers, for example a password or extension, from a main phone number. After dialing the main phone number, your BlackBerry® device either pauses before dialing the additional numbers (pause) or prompts you to type them (wait).

Add a pause or a wait to a phone number

1. After typing the main part of a phone number in a phone number field, click the trackball.
2. Click **Add Pause** or **Add Wait**.
3. Type the additional numbers.
4. Click the trackball.
5. Click **Save**.

About custom ring tones

You can assign a custom ring tone to a contact without changing other notifications.

Custom ring tone options appear with your contacts and your notification profiles. When you assign a custom ring tone to a contact, a new profile exception appears with your notification profiles as "Calls From <contact>". Notification profile exceptions are shared between your contacts and your notification profiles and changes that you make in one application are made in the other application.

Your BlackBerry® device bases the volume for custom ring tones on the volume that you set in the active notification profile.

Assign a ring tone to a contact

1. In the address book, highlight a contact.
2. Press the **Menu** key.
3. Click **Edit**.
4. Click the trackball.
5. Click **Add Custom Phone Tune**.

6. Set a ring tone.
7. Press the **Menu** key.
8. Click **Save**.

Mailing lists

About mailing lists

You can use mailing lists when you send email, PIN, SMS text, or MMS messages.

Mailing lists that you create on your BlackBerry® device do not appear in the email application on your computer.

Create a mailing list

1. In the address book, press the **Menu** key.
2. Click **New Group**.
3. Type a name for the mailing list.
4. Click the trackball.
5. Click **Add Member**.
6. Click a contact.
7. To add another contact, repeat steps 4 through 6.
8. Click the trackball.
9. Click **Save Group**.

Change a mailing list

1. In the address book, highlight a mailing list.
2. Press the **Menu** key.
3. Click **Edit Group**.
4. Click a contact.
5. Click one of the following menu items:
    - **Add Member**
    - **Change Member**
    - **Delete Member**
6. Click the trackball.
7. Click **Save Group**.

Note: When you delete a contact from a mailing list, the contact remains in your address book.

View a mailing list

In the address book, click a mailing list.

To view the details for a contact in the mailing list, click a contact. Click **View Member**.

Delete a mailing list

1. In the address book, highlight a mailing list.
2. Press the **Menu** key.
3. Click **Delete Group**.

Caller ID

Add a caller ID picture for a contact

1. In the address book, highlight a contact.
2. Press the **Menu** key.
3. Click **Add Picture**.
4. Highlight a picture.
5. Press the **Menu** key.
6. Click **Select**.
7. Center the picture in the box.
8. Click the trackball.
9. Click **Crop and Save**.

Change the caller ID picture for a contact

1. When changing a contact, highlight the caller ID picture.
2. Press the **Menu** key.
3. Click **Add Picture**.
4. Highlight a picture.
5. Press the **Menu** key.
6. Click **Select**.
7. Center the picture in the box.
8. Press the **Menu** key.
9. Click **Save**.

Delete the caller ID picture for a contact

1. In the address book, highlight a contact.
2. Press the **Menu** key.
3. Click **Edit**.
4. Click the caller ID picture.
5. Click **Delete Picture**.
6. Click the trackball.
7. Click **Save**.

Categories

About categories

You can create categories to group your contacts, tasks, and memos. You can also narrow the contacts, tasks, and memos that appear based on categories.

Category names are not case sensitive. More than one category can apply to a contact, task, or memo. If you use IBM® Lotus Notes®, you can apply more than one category to a task on your BlackBerry® device, but only one category synchronizes with the task in Lotus Notes.

Categories are shared between the address book, the task list, and the memo list and changes that you make in one application are made in all applications.

Create a category for contacts, tasks, or memos

1. In the address book, task list, or memo list, press the **Menu** key.
2. Click **Filter**.
3. Press the **Menu** key.
4. Click **New**.
5. Type a name for the category.
6. Press the **Enter** key twice.

Categorize a contact, task, or memo

1. When creating or changing a contact, task, or memo, press the **Menu** key.
2. Click **Categories**.
3. Select the check box beside a category.
4. Press the **Menu** key.
5. Click **Save**.

Sort contacts, tasks, or memos by category

1. In the address book, task list, or memo list, press the **Menu** key.
2. Click **Filter**.
3. Select the check box next to a category.

Delete a contact, task, or memo from a category

1. When changing a contact, task, or memo, press the **Menu** key.
2. Click **Categories**.
3. Highlight a category.
4. Press the **Menu** key.
5. Clear the check box beside the category.
6. Press the **Menu** key.
7. Click **Save**.

Delete a category

1. In the address book, task list, or memo list, press the **Menu** key.
2. Click **Filter**.
3. Highlight a category.
4. Press the **Menu** key.
5. Click **Delete**.

Note: When you delete a category, contacts, tasks, or memos in the category are not deleted.

Address lookup

Search for contacts in your organization's address book

Verify that your BlackBerry® device is associated with an email account that uses a BlackBerry Enterprise Server that supports this feature. For more information, contact your system administrator.

1. In the address book, press the **Menu** key.
2. Click **Lookup**.
3. Type part or all of a contact name.
4. Click the trackball.

Manage address lookup results

1. In the address lookup results, highlight a contact.

2. Press the **Menu** key.
3. Perform one of the following actions:
    - To add a contact to your address book, click **Add**.
    - To add all the contacts, click **Add All**.
    - To view information for a contact, click **View**.
    - To delete a contact from the address lookup results, click **Delete**.
    - To delete the address lookup results, click **Delete Lookup**.
    - To start a new address lookup, click **Lookup**.

SIM card phone book

About the SIM card phone book

Use the SIM card phone book to access contacts that you have added to your SIM card. The SIM card phone book is different from the address book on your BlackBerry® device. If you switch SIM cards, the contacts in the SIM card phone book change.

You can add ADN entries to your SIM card phone book. You can also search for ADN or SDN entries. ADN entries appear in plain text and SDN entries appear in bold.

Load the SIM card phone book

1. In the address book, press the **Menu** key.
2. Click **SIM Phone Book**.
3. Wait for the SIM card phone book to load.
4. Press the **Escape** key.

Add a contact to your SIM card

Verify that your wireless service provider has set up your SIM card for a SIM card phone book.

1. In the address book, press the **Menu** key.
2. Click **SIM Phone Book**.
3. Click the trackball.
4. Click **New**.
5. Type the contact information.
6. Press the **Menu** key.
7. Click **Save**.

Copy contacts from your SIM card to your address book

Verify that your wireless service provider has set up your SIM card for a SIM card phone book.

1. In the address book, press the **Menu** key.
2. Click **SIM Phone Book**.
3. Press the **Menu** key.
4. Click **Copy All To Address Book**.

Note: If you try to copy a SIM card contact with a phone number that matches the phone number of a contact that is already listed in your address book, your BlackBerry® device does not copy the SIM card contact.

Change a SIM card contact

Verify that your wireless service provider has set up your SIM card for a SIM card phone book.

1. In the address book, press the **Menu** key.
2. Click **SIM Phone Book**.
3. Highlight a contact.
4. Press the **Menu** key.
5. Click **Edit**.
6. Change the contact information.
7. Press the **Menu** key.
8. Click **Save**.

Delete a SIM card contact

Verify that your wireless service provider has set up your SIM card for a SIM card phone book.

1. In the address book, press the **Menu** key.
2. Click **SIM Phone Book**.
3. Highlight a contact.
4. Press the **Menu** key.
5. Click **Delete**.

Contact list settings

Sort contacts, tasks, or memos

1. In the address book, task list, or memo list, press the **Menu** key.
2. Click **Options**.
3. Set the **Sort By** field.
4. Press the **Menu** key.
5. Click **Save**.

Set display options for contacts

You can set how your contacts appear in all applications, including the phone, message list, address book, and calendar.

1. In the device options, click **Language**.
2. Set the **Name Display** field to **Last name, First name**.
3. Press the **Menu** key.
4. Click **Save**.

To sort your contacts by first name, set the **Name Display** field to **First name Last name**.

Prevent duplicate names in your address book

1. In the address book, press the **Menu** key.
2. Click **Options**.
3. Set the **Allow Duplicate Names** field to **No**.
4. Press the **Menu** key.
5. Click **Save**.

Turn off the prompt that appears before you delete items

You can turn off the prompt that appears before you delete items in a message list, the phone, the address book, the calendar, the task list, the memo list, or the password keeper.

1. In an application, press the **Menu** key.
2. Click **Options**.
3. Set the **Confirm Delete** field to **No**.
4. Press the **Menu** key.
5. Click **Save**.

View the number of contacts, calendar entries, tasks, or memos stored on your device

1. In the address book, calendar, task list, or memo list, press the **Menu** key.
2. Click **Options**.

The Number of Entries field displays the number of contacts, calendar entries, tasks, or memos that are stored on your device.

Contact troubleshooting

I cannot find the Add Custom Phone Tune menu item

If you have already assigned a custom ring tone to a contact, the Add Custom Phone Tune menu item does not appear.

Custom address book field data is not appearing on my computer

You can only synchronize the data in a custom address book field with a text field in the email application on your computer. For example, you cannot add a contact's birthday to a custom address book field on your BlackBerry® device and synchronize it with the email application on your computer, because the birthday field is a date field in the email application on your computer.

Calendar

Calendar basics

About the calendar

In the BlackBerry® device calendar, you can view your appointments and meetings in one of four views. Day, Week, and Month views show all your appointments for the selected time period. Agenda view shows all your scheduled appointments in a list. Agenda view also shows how much free time you have between appointments.

Switch calendar views

1. In the calendar, press the **Menu** key.
2. Click a view.

Move around the calendar

1. In the calendar, press the **Menu** key.
2. Perform one of the following actions:
    - To move to a specific date, click **Go To Date**.
    - To move to the current date, click **Today**.
    - To move forward or back by a time period, click **Prev** or **Next**.

Schedule an appointment

1. In the calendar, press the **Menu** key.
2. Click **New**.
3. Type the appointment information.
4. If the appointment recurs, set the **Recurrence** field.
5. Click the trackball.
6. Click **Save**.

Schedule an appointment quickly in Day view

In the calendar options, verify that the **Enable Quick Entry** field is set to **Yes**.

1. In Day view, beside the start time, type the subject of the appointment.
2. Type a location in parentheses.
3. To change the end time, roll the trackball.

4. Click the trackball.

Schedule a meeting

Verify that your BlackBerry® device is associated an email account that BlackBerry Enterprise Server version 2.1 or later.

1. In the calendar, press the **Menu** key.
2. Click **New**.
3. Type the meeting information.
4. If the meeting recurs, set the **Recurrence** field.
5. Click the trackball.
6. Click **Invite Attendee**.
7. Click a contact.
8. To add another contact to your meeting, repeat steps 5 through 7.
9. Click the trackball.
10. Click **Save**.

Recurrence fields

Every:
Set the frequency of the daily, weekly, or monthly recurring appointment, meeting, or task.

Relative Date:
Set whether the monthly or yearly recurring appointment, meeting, or task recurs on a relative date (for example, on the last Friday of each month).

End:
Set when the recurring appointment, meeting, or task ends.

Days:
Set the day or days on which a weekly appointment, meeting, or task should recur.

Open an appointment or meeting

In the calendar, click an appointment or meeting.

Delete an appointment or meeting

1. In the calendar, highlight an appointment or meeting.
2. Press the **Menu** key.
3. Click **Delete**.

View appointments in Week or Month view

1. In Week view or Month view, press the **Menu** key.
2. Click **View Appts**.

The calendar displays the appointments scheduled for the current day.
To return to Week view or Month view, press the **Escape** key.

Switch days in Day view

To move from one day to another using the navigation bar in the upper-right corner of the screen, click a day.

Meetings

Respond to a meeting invitation

1. In a meeting invitation, press the **Menu** key.
2. Click one of the following menu items:
    - **Accept** or **Accept with Comments**
    - **Tentative** or **Tentative with Comments**
    - **Decline** or **Decline with Comments**

Note: If you delete a meeting invitation from a message list before you accept or decline it, the meeting is deleted from the email application on your computer.

Change the list of participants for a meeting

1. In a meeting, in the **Accepted** or **Declined** field, click a contact.
2. Click one of the following menu items:
    - **Invite Attendee**
    - **Change Attendee**
    - **Remove Attendee**

Send an email message to all meeting participants

Verify that you are the meeting organizer.

1. In a meeting, meeting invitation, or meeting response, click the trackball.
2. Click **Email All Attendees**.

Contact a meeting participant

Verify that you are the meeting organizer.

1. In a meeting, meeting invitation, or meeting response, highlight a contact.
2. Press the **Menu** key.
3. Click a message type or **Call <contact>**.

View your calendar when responding to a meeting

1. In a meeting invitation, press the **Menu** key.
2. Click **View Calendar**.

To return to the meeting invitation, press the **Escape** key.

Calendar settings

Set the default calendar view

1. In the calendar, press the **Menu** key.
2. Click **Options**.
3. Set the **Initial View** field.
4. Press the **Menu** key.
5. Click **Save**.

Set the default reminder time for calendar entries

1. In the calendar, press the **Menu** key.
2. Click **Options**.
3. Set the **Default Reminder** field.
4. Press the **Menu** key.
5. Click **Save**.

Set the start and end time for days

1. In the calendar, press the **Menu** key.
2. Click **Options**.
3. Set the **Start of Day** and **End of Day** fields.
4. Press the **Menu** key.
5. Click **Save**.

Set a snooze time for reminders

1. In the calendar or task list, press the **Menu** key.
2. Click **Options**.
3. Set the **Snooze** field.
4. Press the **Menu** key.
5. Click **Save**.

View tasks in the calendar

1. In the calendar, press the **Menu** key.
2. Click **Options**.
3. Set the **Show Tasks** field to **Yes**.
4. Press the **Menu** key.
5. Click **Save**.

Set the first day of the week

1. In the calendar, press the **Menu** key.
2. Click **Options**.
3. Set the **First Day of the Week** field.
4. Press the **Menu** key.
5. Click **Save**.

Hide free time in Agenda view

1. In the calendar, press the **Menu** key.
2. Click **Options**.
3. Set the **Show Free Time in Agenda View** field to **No**.
4. Press the **Menu** key.
5. Click **Save**.

Set how long your device stores calendar entries

1. In the calendar, press the **Menu** key.
2. Click **Options**.
3. Set the **Keep Appointments** field.
4. Press the **Menu** key.
5. Click **Save**.

Your BlackBerry® device deletes calendar entries that are older than the number of days you set.
To restore calendar entries, set the **Keep Appointments** field to a longer period of time. Calendar entries that you received on your BlackBerry device within the set period of time appear in the calendar.

Turn off the prompt that appears before you delete items

You can turn off the prompt that appears before you delete items in a message list, the phone, the address book, the calendar, the task list, the memo list, or the password keeper.

1. In an application, press the **Menu** key.

2. Click **Options**.
3. Set the **Confirm Delete** field to **No**.
4. Press the **Menu** key.
5. Click **Save**.

View the number of contacts, calendar entries, tasks, or memos stored on your device

1. In the address book, calendar, task list, or memo list, press the **Menu** key.
2. Click **Options**.

The Number of Entries field displays the number of contacts, calendar entries, tasks, or memos that are stored on your device.

Calendar shortcuts

For shortcuts to work in Day view, in the calendar options, set the **Enable Quick Entry** field to **No**.

- To schedule an appointment, press the period (.) key.
- To move to the next day, week, or month, press **9**.
- To move to the previous day, week, or month, press **3**.
- To move up an hour, press **2**.
- To move down an hour, press **8**.
- To move to the current date, press the exclamation point (**!**) key.

Calendar troubleshooting

I cannot schedule appointments that span multiple days

If you use IBM® Lotus Notes®, you cannot schedule appointments that span multiple days.

I cannot set some fields when scheduling appointments

If you use IBM® Lotus Notes®, you can only change the Subject, Location, Reminder, and Notes fields and the Mark as Private check box when you change a recurring appointment or meeting.

Some characters in calendar entries do not appear correctly after synchronization

If you schedule appointments or meetings on your BlackBerry® device that contain special characters or accents, your computer might not support these characters.

On your computer, verify that you are using the correct default code page and that the correct font support is installed on your computer. See the documentation for the operating system on your computer for more information.

Tasks

Task basics

Create a task

1. In the task list, press the **Menu** key.
2. Click **New**.
3. Type the task information.
4. Set a due date for the task.
5. If the task recurs, set the **Recurrence** field.
6. Press the **Menu** key.
7. Click **Save**.

Recurrence fields

Every:
Set the frequency of the daily, weekly, or monthly recurring appointment, meeting, or task.

Relative Date:
Set whether the monthly or yearly recurring appointment, meeting, or task recurs on a relative date (for example, on the last Friday of each month).

End:
Set when the recurring appointment, meeting, or task ends.

Days:
Set the day or days on which a weekly appointment, meeting, or task should recur.

Change a task

1. In the task list, highlight a task.
2. Press the **Menu** key.
3. Click **Open**.
4. Change the task information.
5. Press the **Menu** key.
6. Click **Save**.

Change the status of a task

1. In the task list, highlight a task.
2. Press the **Menu** key.

3. Perform one of the following actions:
    - To mark the task as complete, click **Mark Completed**.
    - To mark the task as deferred, in progress, or waiting, click **Open**. Set the **Status** field. Press the **Menu** key. Click **Save**.

Hide completed tasks

1. In the task list, press the **Menu** key.
2. Click **Hide Completed**.

Forward a task or memo

1. In the task list or memo list, highlight a task or memo.
2. Press the **Menu** key.
3. Click **Forward As**.
4. Click a message type.

Delete a task

1. In the task list, highlight a task.
2. Press the **Menu** key.
3. Click **Delete**.

Categories

About categories

You can create categories to group your contacts, tasks, and memos. You can also narrow the contacts, tasks, and memos that appear based on categories.

Category names are not case sensitive. More than one category can apply to a contact, task, or memo. If you use IBM® Lotus Notes®, you can apply more than one category to a task on your BlackBerry® device, but only one category synchronizes with the task in Lotus Notes.

Categories are shared between the address book, the task list, and the memo list and changes that you make in one application are made in all applications.

Create a category for contacts, tasks, or memos

1. In the address book, task list, or memo list, press the **Menu** key.
2. Click **Filter**.
3. Press the **Menu** key.

4. Click **New**.
5. Type a name for the category.
6. Press the **Enter** key twice.

Categorize a contact, task, or memo

1. When creating or changing a contact, task, or memo, press the **Menu** key.
2. Click **Categories**.
3. Select the check box beside a category.
4. Press the **Menu** key.
5. Click **Save**.

Sort contacts, tasks, or memos by category

1. In the address book, task list, or memo list, press the **Menu** key.
2. Click **Filter**.
3. Select the check box next to a category.

Delete a contact, task, or memo from a category

1. When changing a contact, task, or memo, press the **Menu** key.
2. Click **Categories**.
3. Highlight a category.
4. Press the **Menu** key.
5. Clear the check box beside the category.
6. Press the **Menu** key.
7. Click **Save**.

Delete a category

1. In the address book, task list, or memo list, press the **Menu** key.
2. Click **Filter**.
3. Highlight a category.
4. Press the **Menu** key.
5. Click **Delete**.

Note: When you delete a category, contacts, tasks, or memos in the category are not deleted.

Task list settings

Sort contacts, tasks, or memos

1. In the address book, task list, or memo list, press the **Menu** key.
2. Click **Options**.
3. Set the **Sort By** field.
4. Press the **Menu** key.
5. Click **Save**.

Set a snooze time for reminders

1. In the calendar or task list, press the **Menu** key.
2. Click **Options**.
3. Set the **Snooze** field.
4. Press the **Menu** key.
5. Click **Save**.

View tasks in the calendar

1. In the calendar, press the **Menu** key.
2. Click **Options**.
3. Set the **Show Tasks** field to **Yes**.
4. Press the **Menu** key.
5. Click **Save**.

Turn off the prompt that appears before you delete items

You can turn off the prompt that appears before you delete items in a message list, the phone, the address book, the calendar, the task list, the memo list, or the password keeper.

1. In an application, press the **Menu** key.
2. Click **Options**.
3. Set the **Confirm Delete** field to **No**.
4. Press the **Menu** key.
5. Click **Save**.

View the number of contacts, calendar entries, tasks, or memos stored on your device

1. In the address book, calendar, task list, or memo list, press the **Menu** key.

2. Click **Options**.

The Number of Entries field displays the number of contacts, calendar entries, tasks, or memos that are stored on your device.

Memos

Memo basics

Create a memo

1. In the memo list, press the **Menu** key.
2. Click **New**.
3. Type the memo information.
4. Press the **Menu** key.
5. Click **Save**.

Change a memo

1. In the memo list, highlight a memo.
2. Press the **Menu** key.
3. Click **Edit**.
4. Change the memo information.
5. Click the trackball.
6. Click **Save**.

Forward a task or memo

1. In the task list or memo list, highlight a task or memo.
2. Press the **Menu** key.
3. Click **Forward As**.
4. Click a message type.

Search for text in a message, attachment, web page, or memo

To search for text in a presentation attachment, verify that you are viewing the presentation in text view or in text and slide view.

1. In a message, attachment, web page, or memo, press the **Menu** key.
2. Click **Find**.
3. Type the text.
4. Press the **Enter** key.

To search for the next instance of the text, press the **Menu** key. Click **Find Next**.

Delete a memo

1. In the memo list, highlight a memo.
2. Press the **Menu** key.
3. Click **Delete**.

Categories

About categories

You can create categories to group your contacts, tasks, and memos. You can also narrow the contacts, tasks, and memos that appear based on categories.

Category names are not case sensitive. More than one category can apply to a contact, task, or memo. If you use IBM® Lotus Notes®, you can apply more than one category to a task on your BlackBerry® device, but only one category synchronizes with the task in Lotus Notes.

Categories are shared between the address book, the task list, and the memo list and changes that you make in one application are made in all applications.

Create a category for contacts, tasks, or memos

1. In the address book, task list, or memo list, press the **Menu** key.
2. Click **Filter**.
3. Press the **Menu** key.
4. Click **New**.
5. Type a name for the category.
6. Press the **Enter** key twice.

Categorize a contact, task, or memo

1. When creating or changing a contact, task, or memo, press the **Menu** key.
2. Click **Categories**.
3. Select the check box beside a category.
4. Press the **Menu** key.
5. Click **Save**.

Sort contacts, tasks, or memos by category

1. In the address book, task list, or memo list, press the **Menu** key.
2. Click **Filter**.

3. Select the check box next to a category.

Delete a contact, task, or memo from a category

1. When changing a contact, task, or memo, press the **Menu** key.
2. Click **Categories**.
3. Highlight a category.
4. Press the **Menu** key.
5. Clear the check box beside the category.
6. Press the **Menu** key.
7. Click **Save**.

Delete a category

1. In the address book, task list, or memo list, press the **Menu** key.
2. Click **Filter**.
3. Highlight a category.
4. Press the **Menu** key.
5. Click **Delete**.

Note: When you delete a category, contacts, tasks, or memos in the category are not deleted.

Memo list settings

Sort contacts, tasks, or memos

1. In the address book, task list, or memo list, press the **Menu** key.
2. Click **Options**.
3. Set the **Sort By** field.
4. Press the **Menu** key.
5. Click **Save**.

Turn off the prompt that appears before you delete items

You can turn off the prompt that appears before you delete items in a message list, the phone, the address book, the calendar, the task list, the memo list, or the password keeper.

1. In an application, press the **Menu** key.
2. Click **Options**.
3. Set the **Confirm Delete** field to **No**.
4. Press the **Menu** key.

5. Click **Save**.

View the number of contacts, calendar entries, tasks, or memos stored on your device

1. In the address book, calendar, task list, or memo list, press the **Menu** key.
2. Click **Options**.

The Number of Entries field displays the number of contacts, calendar entries, tasks, or memos that are stored on your device.

Alarm

About the alarm

In the BlackBerry® device alarm, you can set a time for a daily alarm to sound. You can also set the alarm to sound on weekends, set a snooze time for the alarm, and adjust the alarm volume.

If you turn off your device by pressing the Power button, or by clicking Turn Power Off and selecting Turn Off, the alarm should sound at the correct time even if the device is off.

Set the alarm

1. In the alarm, set the **Daily Alarm** field to **On**.
2. Set the time when the alarm should sound.
3. Set whether to snooze the alarm and the length of the snooze.
4. Set a type of notification for the alarm.
5. Press the **Menu** key.
6. Click **Save**.

A bell indicator appears beside the date in the device status section of the screen.

Silence the alarm

- If snooze is not turned on, press any key.
- If snooze is turned on, click **Snooze**.

Turn off the alarm

In the alarm, set the **Daily Alarm** field to **Off**.

Alarm troubleshooting

My alarm does not notify me on the weekend

In the alarm, verify that the **Active on Weekends** field is set to **Yes**.

Calculator

Use the calculator

- To press a key in the calculator, press the corresponding key on the BlackBerry® device keyboard.
- To use the alternate function on a key in the calculator, press the **Alt** key and the corresponding key on the device keyboard.

Convert a measurement

1. In the calculator, type a number.
2. Click the trackball.
3. Perform one of the following actions:
    - To convert the number from imperial to metric, click **To Metric**.
    - To convert the number from metric to imperial, click **From Metric**.
4. Click a conversion type.

Bluetooth technology

Bluetooth technology basics

About Bluetooth technology

Bluetooth® technology is designed to enable you to establish a wireless connection between your BlackBerry® device and a Bluetooth enabled device, such as a handsfree car kit or wireless headset. After you pair your BlackBerry device with a Bluetooth enabled device, you can connect to that Bluetooth enabled device when the device is within range of your BlackBerry device (a typical range is approximately 10 meters).

When you turn on Bluetooth technology or when you connect your BlackBerry device to another Bluetooth enabled device, Bluetooth icons appear in the device status section of the screen. See the printed documentation that came with your BlackBerry device for more information about Bluetooth icons.

Turn on Bluetooth technology

1. In the device options, click **Bluetooth**.
2. Press the key.
3. Click **Enable Bluetooth**.

To turn off Bluetooth® technology, press the key. Click **Disable Bluetooth**.

Pair with a Bluetooth enabled device

Some Bluetooth® enabled devices have passkeys that you must type before you can pair with them.

1. In the Bluetooth setup application, click **OK**.
2. Click a Bluetooth enabled device.
3. If required, type the passkey for the Bluetooth enabled device on your BlackBerry® device.
4. If required, type the passkey for the Bluetooth enabled device on the Bluetooth enabled device.

Connect to a Bluetooth enabled device

Verify that Bluetooth® technology is turned on and that your BlackBerry® device is paired with a Bluetooth enabled device.

1. In the device options, click **Bluetooth**.
2. Click a Bluetooth enabled device.
3. Click **Connect**.

Switch to a paired Bluetooth enabled device during a call

Verify that Bluetooth® technology is turned on and that your BlackBerry® device is paired with a Bluetooth enabled device.

1. During a call, press the **Menu** key.
2. Click **Activate <Bluetooth device>**.

Rename a paired Bluetooth enabled device

1. In the device options, click **Bluetooth**.
2. Click a paired Bluetooth® enabled device.
3. Click **Device Properties**.
4. In the **Device Name** field, change the name for the Bluetooth enabled device.
5. Press the **Menu** key.
6. Click **Save**.

Delete a paired Bluetooth enabled device

Verify that your BlackBerry® device is not connected to the Bluetooth® device.

1. In the device options, click **Bluetooth**.
2. Click a Bluetooth enabled device.
3. Click **Delete Device**.

Share contacts with a paired Bluetooth enabled car kit

Verify that Bluetooth® technology is turned on and that your BlackBerry® device is paired with a Bluetooth enabled car kit.

1. In the device options, click **Bluetooth**.
2. Click a Bluetooth enabled car kit.
3. Click **Connect**.
4. Press the **Menu** key.
5. Click **Transfer Address Book**.

Bluetooth technology settings

Prevent your device from sharing contacts with Bluetooth enabled devices

1. In the device options, click **Bluetooth**.
2. Press the **Menu** key.
3. Click **Options**.
4. Set the **Address Book Transfer** field to **Disabled**.
5. Press the **Menu** key.
6. Click **Save**.

To share contacts with Bluetooth® enabled devices again, set the **Address Book Transfer** field to **Enabled**.

Restrict outgoing calls

1. In the device options, click **Bluetooth**.
2. Press the **Menu** key.
3. Click **Options**.
4. Set the **Allow outgoing calls** field to **Never** or **If Unlocked**.
5. Press the **Menu** key.
6. Click **Save**.

Make your BlackBerry device discoverable

1. In the device options, click **Bluetooth**.
2. Press the **Menu** key.
3. Click **Options**.
4. Set the **Discoverable** field to **Yes**.
5. Press the **Menu** key.
6. Click **Save**.

Change the pairing name for your BlackBerry device

1. In the device options, click **Bluetooth**.
2. Press the **Menu** key.
3. Click **Options**.
4. In the **Device Name** field, type a name for your BlackBerry® device.
5. Press the **Menu** key.
6. Click **Save**.

Turn off Bluetooth connection notification

1. In the device options, click **Bluetooth**.
2. Press the **Menu** key.
3. Click **Options**.
4. Set the **LED Connection Indicator** field to **Off**.
5. Press the **Menu** key.
6. Click **Save**.

To turn on Bluetooth® connection notification again, set the **LED Connection Indicator** field to **Yes**.

Turn off the prompt that appears when connecting or pairing

1. In the device options, click **Bluetooth**.
2. Click a Bluetooth® enabled device.
3. Click **Device Properties**.
4. Set the **Trusted** field to **Yes**.
5. Press the **Menu** key.
6. Click **Save**.

To turn on the prompt again, set the **Trusted** field to **No**.

Bluetooth technology troubleshooting

I cannot type a passkey on a Bluetooth enabled device

If the Bluetooth® enabled device that you are pairing with has no screen where you can type a passkey, the passkey might already be defined.

On your BlackBerry® device, in the **Enter passkey for <device name>** field, try typing **0000**.

My list of paired Bluetooth enabled devices does not appear

Try performing the following actions:

- Verify that Bluetooth® technology is turned on.
- Verify that you have added Bluetooth enabled devices to the paired Bluetooth enabled devices list.

I cannot pair with a Bluetooth enabled device

Try performing the following actions:

- Verify that your BlackBerry® device is compatible with the Bluetooth® enabled device. See the documentation that came with the Bluetooth enabled device for more information.
- Turn off encryption for Bluetooth connections between your BlackBerry device and the Bluetooth enabled device. In the device options, click **Bluetooth**. Click a Bluetooth enabled device. Click **Device Properties**. Set the **Encryption** field to **Disabled**. Press the **Menu** key. Click **Save**.

I cannot share contacts with a paired Bluetooth enabled device

Try performing the following actions:

- Verify that Bluetooth® technology is turned on.
- Verify that your BlackBerry® device is paired with the Bluetooth enabled device.
- Verify that, in the Bluetooth options, the **Address Book Transfer** field is set to **Enabled**.

- Verify that your BlackBerry device is connected to a Bluetooth enabled device that supports the Handsfree profile or the Object Push profile. See the documentation that came with the Bluetooth enabled device for more information about supported profiles.

Date and time

Set the date and time

1. In the device options, click **Date/Time**.
2. Set the date and time.
3. Press the **Menu** key.
4. Click **Save**.

Get the date and time from the wireless network automatically

1. In the device options, click **Date/Time**.
2. Set the **Time Zone** field.
3. Perform one of the following actions:
    - To get the date and time from the wireless network that your BlackBerry® device is connected to, set the **Date/Time Source** field to **Network**.
    - To get the date and time from the BlackBerry network, set the **Date/Time Source** field to **BlackBerry**.
    - To set the time yourself, set the **Date/Time Source** field to **Off**.
4. Press the **Menu** key.
5. Click **Update Time**.
6. Press the **Menu** key.
7. Click **Save**.

Date and time troubleshooting

The time on my device is incorrect

Try performing the following actions:

- If you have traveled to a different time zone, set the **Time Zone** field to display the correct time zone.
- If you have set the **Date/Time Source** field to **Network**, try setting the **Date/Time Source** field to **BlackBerry**.

Notification profiles

Notification basics

About notification profiles

Notification profiles define how your BlackBerry® device notifies you of calendar and task reminders, and incoming messages, calls, and browser content. Your device has six preloaded profiles: Loud, Vibrate, Quiet, Normal, Phone Only, and Off.

You can change preloaded notification profiles or create new ones. In your notification profiles, you can set different notification options for different items, set ring tones, or set the volume for notification. If you set notification volume to Escalating, the notification volume gradually increases.

Switch notification profiles

In the profile list, click a notification profile.

Create a notification profile

1. In the profile list, click **Advanced**.
2. Press the **Menu** key.
3. Click **New Profile**.
4. Type a name for the profile.
5. Highlight an item.
6. Press the **Menu** key.
7. Click **Edit**.
8. Set notification options.
9. Press the **Menu** key.
10. Click **Save**.
11. To set notification options for another item, repeat steps 5 through 10.
12. Press the **Menu** key.
13. Click **Save**.

Change a notification profile

1. In the profile list, click **Advanced**.
2. Highlight a notification profile.
3. Press the **Menu** key.
4. Click **Edit**.

5. Change the notification profile.
6. Press the **Menu** key.
7. Click **Save**.

Delete a notification profile

You can only delete notification profiles that you created.

1. In the profile list, click **Advanced**.
2. Highlight a notification profile.
3. Press the **Menu** key.
4. Click **Delete**.

Set the same ring tone for all notification profiles

1. In the profile list, click **Advanced**.
2. Highlight a notification profile.
3. Press the **Menu** key.
4. Click **Show Tunes**.
5. Click a media folder that contains ring tones.
6. Highlight a ring tone.
7. Press the **Menu** key.
8. Click **Set As Phone Tune**.

Prevent notification during calls

1. In the profile list, click **Advanced**.
2. Highlight a notification profile.
3. Press the **Menu** key.
4. Click **Edit**.
5. Highlight an item.
6. Press the **Menu** key.
7. Click **Edit**.
8. Set the **Notify Me During Calls** field to **No**.
9. Press the **Menu** key.
10. Click **Save**.
11. To set the **Notify Me During Calls** field for another item, repeat steps 5 through 10.
12. Press the **Menu** key.
13. Click **Save**.

Silence your device

In the profile list, perform one of the following actions:

- To receive LED notification only, click **Quiet**.
- To receive vibrate notification only, click **Vibrate**.
- To turn off all notification, including notification profile exceptions and LED notification, click **Off**.

View a list of saved ring tones

1. In the profile list, click **Advanced**.
2. Highlight a notification profile.
3. Press the **Menu** key.
4. Click **Show Tunes**.
5. Click a media folder that contains ring tones.

To play a ring tone, highlight a ring tone. Press the **Menu** key. Click **Play**.

Download a ring tone

Verify that your wireless service provider supports this feature.

1. In the media application, click a media type.
2. Click a media folder that contains ring tones.
3. Press the **Menu** key.
4. Click **Download Tunes**.

LED notification

LED notification

The LED light on the top of your BlackBerry® device flashes different colors to indicate different statuses.

Green:
You are in a wireless coverage area.

Blue:
Your BlackBerry device is connected to a Bluetooth® enabled device.

Red:
A new message has arrived and your selected notification profile is set to notify you using the LED.

Amber:
The battery power level for your device is low.

Turn off Bluetooth connection notification

1. In the device options, click **Bluetooth**.
2. Press the **Menu** key.
3. Click **Options**.
4. Set the **LED Connection Indicator** field to **Off**.
5. Press the **Menu** key.
6. Click **Save**.

To turn on Bluetooth® connection notification again, set the **LED Connection Indicator** field to **Yes**.

Turn on wireless coverage notification

1. In the device options, click **Screen/Keyboard**.
2. Set the **LED Coverage Indicator** field to **On**.
3. Press the **Menu** key.
4. Click **Save**.

When your BlackBerry® device is connected to the wireless network, the LED light flashes green.
To turn off wireless coverage notification again, set the **LED Coverage Indicator** field to **Off**.

Custom notification

About custom notification

You can create notification profile exceptions to receive different notification for incoming messages and calls from specific contacts. For example, you can create a notification profile exception that uses the Loud profile for incoming messages and calls from a specific contact, regardless of your active notification profile.

Your BlackBerry® device applies notification profile exceptions in the order in which they appear in the notification profile exception list. If you create multiple notification profile exceptions that include the same contact, place the notification profile exception that you want your device to apply first in the list.

Your device has one preloaded notification profile exception for important calls. You can add contacts to this notification profile exception, or you can delete it.

Set custom notification for calls or messages from a specific contact

1. In the profile list, click **Advanced**.
2. Press the **Menu** key.
3. Click **New Exception**.
4. In the **Exception** field, type a name for the profile exception.
5. In the **From** field, press the **Menu** key.

6. Click **Add Name**.
7. Click a contact.
8. To add another contact, repeat steps 5 through 7.
9. Set the **Use Profile** field to the notification profile on which the exception should be based.
10. To set a ring tone, select the **Custom Phone Tune** check box. Set a ring tone.
11. Press the **Menu** key.
12. Click **Save**.

Change the order of notification profile exceptions

1. In the profile list, click **Advanced**.
2. Highlight a notification profile exception.
3. Press the **Menu** key.
4. Click **Move**.
5. Roll the trackball to the new location.
6. Click the trackball.

Change a notification profile exception

1. In the profile list, click **Advanced**.
2. Highlight a notification profile exception.
3. Press the **Menu** key.
4. Click **Edit**.
5. Change the notification profile exception information.
6. Press the **Menu** key.
7. Click **Save**.

Change the list of contacts for a notification profile exception

1. In the profile list, click **Advanced**.
2. Highlight a notification profile exception.
3. Press the **Menu** key.
4. Click **Edit**.
5. In the **From** field, press the **Menu** key.
6. Click one of the following menu items:
    - **Add Name**
    - **Change Name**
    - **Delete Name**

Delete a notification profile exception

1. In the profile list, click **Advanced**.
2. Highlight a notification profile exception.
3. Press the **Menu** key.
4. Click **Delete**.

About custom ring tones

You can assign a custom ring tone to a contact without changing other notifications.

Custom ring tone options appear with your contacts and your notification profiles. When you assign a custom ring tone to a contact, a new profile exception appears with your notification profiles as "Calls From <contact>". Notification profile exceptions are shared between your contacts and your notification profiles and changes that you make in one application are made in the other application.

Your BlackBerry® device bases the volume for custom ring tones on the volume that you set in the active notification profile.

Assign a ring tone to a contact

1. In the address book, highlight a contact.
2. Press the **Menu** key.
3. Click **Edit**.
4. Click the trackball.
5. Click **Add Custom Phone Tune**.
6. Set a ring tone.
7. Press the **Menu** key.
8. Click **Save**.

Notification profile troubleshooting

My device is vibrating more times than expected

For calls, the number of times that the BlackBerry® device vibrates is not determined by the number of vibrations that you set in your notification profile. The device vibrates until the caller or the wireless network ends the connection.

I am not receiving notification for incoming calls or messages

Try performing the following actions:

- In the profile list, verify that the Off profile is turned off.
- In a notification profile exception, verify that the **Custom Phone Tune** field is not set to **Mute**.

I cannot set some fields when creating a Calls From notification profile exception

If you assign a custom ring tone to a contact in the address book, a Calls From profile exception appears in the profile list. Because these exceptions are for calls only, you can only set the Custom Phone Tune field.

BlackBerry Messenger

Contacts

Add a contact

You must invite contacts to use BlackBerry® Messenger before they are added to your contact list.

1. In BlackBerry Messenger, on the contact list screen, press the **Menu** key.
2. Click **Add a Contact**.
3. Perform one of the following actions:
   - If the contact is not in your address book, highlight **[Use Once]**. Press the **Menu** key. Click **Request by Email** or **Request by PIN**. Type an email address or PIN. Press the **Enter** key.
   - If the contact is in your address book, highlight a contact. Press the **Menu** key. Click **Request (Email)** or **Request (PIN)**.
4. Perform one of the following actions:
   - If you want to set a password, and have turned on invitation passwords, type a question and answer. Click **OK**.
   - If you do not want to set a password, and have turned on invitation passwords, click **Cancel** to proceed to the next step.
5. Perform one of the following actions:
   - To add a custom message to your invitation, type a message. Click **OK**. Click **OK**.
   - To use the default invitation message, click **OK**. Click **OK**.

Note: If you invite a contact using a PIN and the contact is in your address book, the contact's display name appears instead of the PIN.

Turn on invitation passwords

If you turn on invitation passwords, a question and password screen appear each time you invite a contact.

1. In BlackBerry® Messenger, on the contact list screen, press the **Menu** key.
2. Click **Options**.
3. Set the **Ask Password Question When Adding Contacts** field to **Yes**.
4. Press the **Menu** key.
5. Click **Save**.

Note: To turn off invitation passwords again, set the **Ask Password Question When Adding Contacts** field to **No**.

Respond to an invitation

1. In BlackBerry® Messenger, in the **Requests** group, highlight an invitation.
2. Click the trackball.
3. Click one of the following menu items:
   - **Accept**.

- **Decline**.
- **Remove**.

Note: If you select Remove, the sender of the invitation does not receive confirmation that your address is a correct address.

Turn off invitation forwarding options

If you turn off invitation forwarding, contacts you invite can only accept invitations from the original email address or PIN that you sent the invitation to. If those contacts try to accept the invitation from a different email address or PIN, their acceptance is rejected.

1. In BlackBerry® Messenger, on the contact list screen, press the **Menu** key.
2. Click **Options**.
3. Set the **Allow Forwarding of Requests** field to **No**.
4. Press the **Menu** key.
5. Click **Save**.

Note: If you use a BlackBerry Enterprise Server for IBM® Lotus® Domino®, BlackBerry Enterprise Server for Novell® GroupWise®, or the BlackBerry Internet Service, when you send an invitation and the recipient accepts, you might not be notified.

Delete a contact

1. In BlackBerry® Messenger, on the contact list screen, highlight a contact.
2. Press the **Menu** key.
3. Click **Delete Contact**.

View a contact's information

1. In BlackBerry® Messenger, on the contact list screen, highlight a contact.
2. Press the **Menu** key.
3. Click **Contact Info**.

Rename a contact

1. In BlackBerry® Messenger, on the contact list screen, highlight a contact.
2. Press the **Menu** key.
3. Click **Rename Contact**.
4. Type a name.
5. Click **OK**.

Add a group

1. In BlackBerry® Messenger, on the contact list screen, press the **Menu** key.
2. Click **Add Group**.
3. Type a name for the group.

4. Click **OK**.

Move a contact to a group

1. In BlackBerry® Messenger, on the contact list screen, highlight a contact.
2. Press the **Menu** key.
3. Click **Move Contact**.
4. Click a group.

Note: A contact can only be in one group at a time. If you move a contact to a group, the contact is moved out of the group it was in originally.

Rename a group

1. In BlackBerry® Messenger, on the contact list screen, highlight a group.
2. Press the **Menu** key.
3. Click **Rename Group**.
4. Type a name for the group.
5. Click **OK**.

Delete a group

You must move your contacts out of a group before you can delete that group.

1. In BlackBerry® Messenger, highlight a group.
2. Press the **Menu** key.
3. Click **Delete Group**.

Note: There must be at least one group in your BlackBerry Messenger contact list; you cannot delete the last remaining group in your contact list.

Conversations

Start a conversation

1. In BlackBerry® Messenger, on the contact list screen, highlight a contact.
2. Press the **Menu** key.
3. Click **Start Conversation**.
4. Type a message.
5. Press the **Enter** key.

Open a conversation

Conversations appear in the conversation list and the main message list.

1. In BlackBerry® Messenger, in the conversation list, highlight a contact.
2. Click the trackball.

Add an emoticon

1. When composing a message, press the **Symbol** key three times.
2. Click an emoticon.

Send a file to a contact

1. During a BlackBerry® Messenger conversation, click the trackball.
2. Click **Send a File**.
3. Perform one of the following actions:
    - To send a picture to a contact, click **Image**.
    - To send an audio file to a contact, click **Audio**.
4. Click a file.

Ping a contact

When you ping a contact, the contact's BlackBerry® device vibrates.

1. During a BlackBerry Messenger conversation, click the trackball.
2. Click **Ping Contact**.

Turn off ping vibration

1. In BlackBerry® Messenger, on the contact list screen, press the **Menu** key.
2. Click **Options**.
3. Set the **Vibrate When Receiving a Ping** field to **No**.
4. Press the **Menu** key.
5. Click **Save**.

To turn on ping vibration again, set the **Vibrate When Receiving a Ping** field to **Yes**.

Prevent conversations from appearing in the main message list

1. In BlackBerry® Messenger, on the contact list screen, press the **Menu** key.
2. Click **Options**.
3. Set the **Show Conversations in Message List** field to **No**.

4. Press the **Menu** key.
5. Click **Save**.

To view conversations in the main message list again, set the **Show Conversations in Message List** field to **Yes**.

Start a conference

1. In BlackBerry® Messenger, during a conversation, press the **Menu** key.
2. Click **Invite**.
3. In the drop-down list, click a contact.
4. Click **OK**.

Copy a conversation history

When you copy a conversation history, you can paste it into other BlackBerry® device applications.

1. In BlackBerry Messenger, during a conversation, press the **Menu** key.
2. Click **Copy History**.

Clear a conversation history

1. In BlackBerry® Messenger, during a conversation, press the **Menu** key.
2. Click **Clear History**.

End a conversation

1. In BlackBerry® Messenger, during a conversation, press the **Menu** key.
2. Click **End Conversation**.

Change your display name

1. In BlackBerry® Messenger, on the contact list screen, press the **Menu** key.
2. Click **Edit My Info**.
3. Type a display name.
4. Click **OK**.

Availability

Set your availability status

1. In BlackBerry® Messenger, on the contact list screen, press the **Menu** key.
2. Click **My Status**.

3. Click one of the following menu items:
    - **Available**.
    - **Unavailable**.
4. Type a message that contacts can see when they view your contact information.
5. Click **OK**.

When you change your availability status to unavailable, you receive BlackBerry Messenger messages, but you are not notified.

Receive notification when a contact becomes available

1. In BlackBerry® Messenger, on the contact list screen, highlight an unavailable contact.
2. Press the **Menu** key.
3. Click **Set Alert**.

Display and keyboard

Backlighting

About backlighting

The screen and keyboard on your BlackBerry® device are designed to be lit so that you can use your device in various lighting conditions.

The backlighting is designed to adjust automatically depending on lighting conditions in your environment.

Set the brightness of the backlighting

1. In the device options, click **Screen/Keyboard**.
2. Set the **Backlight Brightness** field.
3. Press the **Menu** key.
4. Click **Save**.

Set how long backlighting remains on

1. In the device options, click **Screen/Keyboard**.
2. Set the **Backlight Timeout** field.
3. Press the **Menu** key.
4. Click **Save**.

Display settings

Use a picture as the Home screen background

1. In the media application, click a media type.
2. Click a media folder that contains pictures.
3. Highlight a picture.
4. Press the key.
5. Click **Set As Home Screen Image**.

To clear the picture from the Home screen, press the key. Click **Reset Home Screen Image**.

Download a Home screen background

Verify that your wireless service provider supports this feature.

1. In the media application, click a media type.
2. Click a media folder that contains pictures.
3. Press the **Menu** key.
4. Click **Download Images**.

Set the display font

1. In the device options, click **Screen/Keyboard**.
2. Set the font fields.
3. Press the **Menu** key.
4. Click **Save**.

About organizing applications

Depending on your theme, application icons can appear on the Home screen or in an application list. If your theme uses an application list, the first few applications in the application list might also appear on the Home screen as favorites.

Organize applications

Depending on your theme, you might not be able to hide some applications on the Home screen or in the application list.

1. On the Home screen, press the **Menu** key.
2. Highlight an application.
3. Perform one of the following actions:
    - To move the application, press the **Menu** key. Click **Move Application**. Roll the trackball to the new location. Click the trackball.
    - To hide the application, press the **Menu** key. Click **Hide Application**.
    - To view a hidden application, press the **Menu** key. Click **Show All**. Highlight the application. Press the **Menu** key. Click **Hide Application**.

Keyboard settings

Turn off trackball lights

1. In the phone, press the **Menu** key.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Ringtone Lighting** field to **Off**.
5. Press the **Menu** key.
6. Click **Save**.

Turn on key tones

1. In the device options, click **Screen/Keyboard**.
2. Set the **Key Tone** field to **On**.
3. Press the **Menu** key.
4. Click **Save**.

Turn off trackball sounds

1. In the device options, click **Screen/Keyboard**.
2. Set the **Audible Roll** field to **Mute**.
3. Press the **Menu** key.
4. Click **Save**.

To turn on trackball sounds again, set the **Audible Roll** field to **Click**.

Set the cursor speed

1. In the device options, click **Screen/Keyboard**.
2. Set the **Key Rate** field.
3. Press the **Menu** key.
4. Click **Save**.

Assign an application to a Convenience key

Your BlackBerry® device has one Convenience key on the left side of the device and one on the right side. Depending on your theme, you might not be able to change the application that is assigned to a Convenience key.

1. In the device options, click **Screen/Keyboard**.
2. Set the **Convenience Key Opens** fields.
3. Press the **Menu** key.
4. Click **Save**.

Set the trackball sensitivity

You can set how the trackball responds to your touch. A high sensitivity level requires less pressure than a lower sensitivity level.

1. In the device options, click **Screen/Keyboard**.
2. Set the **Horizontal Sensitivity** and **Vertical Sensitivity** fields.
3. Press the **Menu** key.
4. Click **Save**.

Turn on standby mode

If you are not on a call, you can turn on standby mode to avoid pressing keys accidentally when you are not using your BlackBerry® device.

Hold the **Mute** key.

To turn off standby mode, press the **Mute** key again.

Themes

About themes

Depending on your wireless service provider, you might be able to set a theme on your BlackBerry® device that changes how items such as applications, indicators, words, and icons appear. Themes might be preloaded on your device, or you might be able to download themes that are in .cod file format.

Switch themes

1. In the device options, click **Theme**.
2. Click a theme.

Delete a theme

You can only delete themes that you have downloaded to your BlackBerry® device.

1. In the device options, click **Theme**.
2. Highlight a theme.
3. Press the **Menu** key.
4. Click **Delete**.

Download a theme

Verify that your wireless service provider supports this feature.

1. In the device options, click **Theme**.
2. Press the **Menu** key.
3. Click **Download Themes**.

Display troubleshooting

My device screen turns off

When you do not use your BlackBerry® device for a period of time, the screen turns off to conserve battery power.

To turn on the screen, click the trackball or press a key.

My display settings changed

Depending on your theme, display settings, such as your font and Home screen background, might change when you switch themes.

Language

Set the display language

Verify that your BlackBerry® Desktop Software supports multiple languages. For more information, contact your system administrator or wireless service provider.

1. In the device options, click **Language**.
2. Set the **Language** field.
3. Press the **Menu** key.
4. Click **Save**.

Add or delete a display language

See the *BlackBerry Desktop Software Online Help* for more information about adding and deleting applications, including display languages, using the application loader tool of the BlackBerry® Desktop Manager.

About typing input languages

You can set a typing input language to use when you type. The typing input language can be different from the display language. When you set a typing input language, AutoText and other typing options change to the selected language. For example, you might use your BlackBerry® device in French, but type messages in English.

When you set the typing input language, you also set whether your device uses the multi-tap or the SureType® input method.

If the typing input language is different from the display language, a rectangle with the abbreviated form of the current typing input language appears in the list that appears when typing.

Set the typing input language

Verify that your BlackBerry® Device Software supports multiple languages. For more information, contact your system administrator or wireless service provider.

1. In the device options, click **Language**.
2. Set the **Input Language** field.
3. Press the **Menu** key.
4. Click **Save**.

Turn off the shortcut for switching typing input languages

Verify that your BlackBerry® Device Software supports multiple languages. For more information, contact your system administrator or wireless service provider.

1. In the device options, click **Language**.

2. Set the **Use Input Method Shortcut** field to **No**.
3. Press the **Menu** key.
4. Click **Save**.

To turn on the shortcut for switching typing input languages again, set the **Use Input Method Shortcut** field to **Yes**. To receive notification when you switch typing input languages, set the **Notify me** field to **Yes**.

Switch typing input methods

1. In the device options, click **Language**.
2. Perform one of the following actions:
   - To use the multi-tap input method, set the **Input Language** field to **<Language> Multitap**.
   - To use the SureType® input method, set the **Input Language** field to **<Language>**.
3. Press the **Menu** key.
4. Click **Save**.

Set the voice dialing language

Verify that your BlackBerry® Device Software supports multiple languages. For more information, contact your system administrator or wireless service provider.

1. In the device options, click **Language**.
2. Set the **Voice Dialing Language** field.
3. Press the **Menu** key.
4. Click **Save**.

Set display options for contacts

You can set how your contacts appear in all applications, including the phone, message list, address book, and calendar.

1. In the device options, click **Language**.
2. Set the **Name Display** field to **Last name, First name**.
3. Press the **Menu** key.
4. Click **Save**.

To sort your contacts by first name, set the **Name Display** field to **First name Last name**.

Language troubleshooting

Some characters do not appear correctly on my device

The BlackBerry® Enterprise Server or BlackBerry Internet Service that is associated with your BlackBerry device might not support the characters. For more information, contact your system administrator or your wireless service provider.

Wireless network coverage

Find information about wireless coverage indicators

Your BlackBerry® device uses various indicators to indicate the current wireless coverage level. See the printed documentation that came with your device for more information about wireless coverage indicators.

Turn off the connection to the wireless network

You should turn off the connection to the wireless network in certain places, such as on an airplane or in a hospital. See the *BlackBerry Safety and Product Information Booklet* for more information.

On the Home screen or in the application list, click **Turn Wireless Off**.

To connect your BlackBerry® device to the wireless network again, click **Turn Wireless On**.

Turn on wireless coverage notification

1. In the device options, click **Screen/Keyboard**.
2. Set the **LED Coverage Indicator** field to **On**.
3. Press the **Menu** key.
4. Click **Save**.

When your BlackBerry® device is connected to the wireless network, the LED light flashes green.
To turn off wireless coverage notification again, set the **LED Coverage Indicator** field to **Off**.

Check the wireless coverage level using a voice command

1. In the voice dialing application, wait for the sound.
2. Say "**Check coverage**."

About the preferred wireless network list

Your wireless service provider might have agreements with other wireless networks that permit you to use their services when you are traveling. You can use the preferred wireless network list to control the order in which your BlackBerry® device uses these other wireless networks. When you travel, your device scans for the wireless networks on this list first.

Your device tries to connect to a wireless network based on the order in which the wireless networks appear in your preferred wireless network list. If no wireless network on the list is available, your device is designed to connect to another available wireless network automatically.

Note: Extra fees usually apply when you roam. Contact your wireless service provider for more information about roaming fees.

Add a wireless network to the preferred wireless network list

Verify that your wireless service plan includes this service.

1. In the device options, click **Network**.
2. Press the **Menu** key.
3. Click **My Preferred Network List**.
4. Press the **Menu** key.
5. Click **Add Network**.
6. Perform one of the following actions:
   - To scan for a wireless network to add, click **Select From Available Networks**. Click a wireless network. Click **Select Network**.
   - To scan for a wireless network that is already known to your BlackBerry® device, click **Select From Known Networks**. Click a wireless network. Click **Select Network**.
   - To add a wireless network, click **Manual Entry**. Set the priority for the wireless network. Type the MCC and MNC.
7. Press the **Menu** key.
8. Click **Save**.

Change the order of preferred wireless networks

Verify that your wireless service plan includes this service.

1. In the device options, click **Network**.
2. Press the **Menu** key.
3. Click **My Preferred Network List**.
4. Highlight a wireless network.
5. Press the **Menu** key.
6. Click **Move**.
7. Roll the trackball to the new location.
8. Click the trackball.
9. Press the **Menu** key.
10. Click **Save**.

Delete a wireless network from the preferred wireless network list

Verify that your wireless service plan includes this service.

1. In the device options, click **Network**.
2. Press the **Menu** key.
3. Click **My Preferred Network List**.

4. Highlight a wireless network.
5. Press the **Menu** key.
6. Click **Delete**.
7. Press the **Menu** key.
8. Click **Save**.

Turn off data service

Depending on your wireless service plan, you might be able to turn off data service (email, PIN, MMS, and browser service) on your BlackBerry® device so that only phone and SMS text messaging services are available. Contact your wireless service provider for more information.

1. In the device options, click **Network**.
2. Perform one of the following actions:
    - To turn off data service, set the **Data Services** field to **Off**.
    - To turn off data service when roaming, set the **Data Services** field to **Off When Roaming**.
3. Press the **Menu** key.
4. Click **Save**.

About roaming

In most cases, your BlackBerry® device automatically connects to an appropriate wireless network when you travel outside your wireless service provider's wireless network coverage area. Your wireless service provider must set up your SIM card for roaming services before you can use a different wireless network.

An indicator appears on your device to let you know that you are roaming outside of your normal network area. You might also have to provide login information before you can access the wireless network. Contact your wireless service provider for more information about roaming.

Switch wireless networks manually

Verify that your wireless service provider has set up your SIM card for this service.
By default, your BlackBerry® device switches to an appropriate wireless network automatically when you travel.

1. In the device options, click **Network**.
2. Set the **Network Selection Mode** field to **Manual**.
3. Click **Scan for Available Networks**.
4. Click a wireless network.
5. Click **Select Network**.
6. Press the **Menu** key.
7. Click **Save**.

To connect to your wireless service provider's network again, set the **Network Selection Mode** field to **Automatic**.

Wireless network coverage troubleshooting

I cannot connect to a wireless network

Try performing the following actions:

- Verify that your SIM card is inserted in your BlackBerry® device correctly.
- Verify that you have turned on the connection to the wireless network.
- Verify that you are connected to your wireless service provider's network. If you switched wireless networks manually, your device remains connected to that wireless network until you select your wireless service provider's network again.

Power and battery

Turn off your device

Depending on your theme, the location or name for Turn Power Off might differ from the location or name in this procedure. For more information about application locations and names, see the printed documentation that came with your device.

- If you have not set your BlackBerry® device to turn on and turn off automatically at specific times, hold the **Power** key.
- If you have set your device to turn on and turn off automatically at specific times, on the Home screen, click **Turn Power Off**. If you want the device to stay turned off until you press the **Power** key, click **Full Power Off**. If you want the device to turn on again at the specified time or for alarm or calendar reminders, click **Turn Off**.

Set your device to turn on and turn off automatically

1. In the device options, click **Auto On/Off**.
2. Set the **Weekday** field to **Enabled**.
3. Specify the times when the BlackBerry® device should turn on and off on weekdays.
4. Set the **Weekend** field to **Enabled**.
5. Specify the times when the device should turn on and off on weekends.
6. Press the **Menu** key.
7. Click **Save**.

Check the battery power level

In the device options, click **Status**.

Check the battery power level using a voice command

1. In the voice dialing application, wait for the sound.
2. Say "**Check battery**."

Reset the device

Remove and reinsert the battery.

Extend battery life

- Set the BlackBerry® device to turn on and turn off automatically.
- Turn off the connection to a wireless network when you are not in a coverage area for that wireless network.

- Delete the original message when you send a reply.
- Lower the brightness of the backlighting.
- Turn off the flash in the camera.
- Send a message to multiple contacts using Add To, Add Cc, or Add Bcc.
- Charge your device regularly.

SIM card

About the SIM card phone book

Use the SIM card phone book to access contacts that you have added to your SIM card. The SIM card phone book is different from the address book on your BlackBerry® device. If you switch SIM cards, the contacts in the SIM card phone book change.

You can add ADN entries to your SIM card phone book. You can also search for ADN or SDN entries. ADN entries appear in plain text and SDN entries appear in bold.

Load the SIM card phone book

1. In the address book, press the **Menu** key.
2. Click **SIM Phone Book**.
3. Wait for the SIM card phone book to load.
4. Press the **Escape** key.

Add a contact to your SIM card

Verify that your wireless service provider has set up your SIM card for a SIM card phone book.

1. In the address book, press the **Menu** key.
2. Click **SIM Phone Book**.
3. Click the trackball.
4. Click **New**.
5. Type the contact information.
6. Press the **Menu** key.
7. Click **Save**.

Copy contacts from your SIM card to your address book

Verify that your wireless service provider has set up your SIM card for a SIM card phone book.

1. In the address book, press the **Menu** key.
2. Click **SIM Phone Book**.
3. Press the **Menu** key.
4. Click **Copy All To Address Book**.

Note: If you try to copy a SIM card contact with a phone number that matches the phone number of a contact that is already listed in your address book, your BlackBerry® device does not copy the SIM card contact.

Change a SIM card contact

Verify that your wireless service provider has set up your SIM card for a SIM card phone book.

1. In the address book, press the **Menu** key.
2. Click **SIM Phone Book**.
3. Highlight a contact.
4. Press the **Menu** key.
5. Click **Edit**.
6. Change the contact information.
7. Press the **Menu** key.
8. Click **Save**.

Delete a SIM card contact

Verify that your wireless service provider has set up your SIM card for a SIM card phone book.

1. In the address book, press the **Menu** key.
2. Click **SIM Phone Book**.
3. Highlight a contact.
4. Press the **Menu** key.
5. Click **Delete**.

Store SMS text messages on your SIM card

If you set your SIM card to store SMS text messages, the SIM card does not delete SMS text messages after the BlackBerry® device imports them to a message list.

1. In the device options, click **SMS**.
2. Set the **Leave Messages On SIM Card** field to **Yes**.
3. Press the **Menu** key.
4. Click **Save**.

To stop storing SMS text messages on your SIM card, set the **Leave Messages On SIM Card** field to **No**. If you set this field to No, SMS text messages on your SIM card are deleted after the device imports them to a message list.

About SIM card security

Use SIM card security to add another level of security to your device. This level of security is designed to prevent unauthorized use of your BlackBerry® device or SIM card by locking the SIM card with a PIN code. If you lock your SIM card, other people cannot remove your SIM card and insert their own and they cannot remove your SIM card and insert it into another device.

If you have protected your SIM card with a PIN code, you must type the PIN code before you can remove your SIM card and insert it into another device.

Protect your SIM card with a PIN code

Verify that your wireless service provider has provided you with a SIM card PIN code.

1. In the device options, click **Advanced Options**.
2. Click **SIM Card**.
3. Press the **Menu** key.
4. Click **Enable Security**.
5. Type your SIM card PIN code.
6. Click the trackball.

Note: If you type the SIM card PIN code incorrectly three times, your SIM card does not function. Contact your wireless service provider for more information.

Change the SIM card PIN code

Verify that you have turned on SIM card PIN code security.

1. In the device options, click **Advanced Options**.
2. Click **SIM Card**.
3. Press the **Menu** key.
4. Click **Change PIN2 Code**.

Security

Security basics

About the device password

If you type your BlackBerry® device password incorrectly, you might be prompted to type **blackberry** before you can continue. When you try to type your password again, the characters that you type appear on the screen.

If you exceed the number of allowed password attempts, your device deletes all your device data for security reasons.

Set a device password

1. In the device options, click **Security Options**.
2. Click **General Settings**.
3. Set the **Password** field to **Enabled**.
4. Press the **Menu** key.
5. Click **Save**.

To turn off the BlackBerry® device password, set the **Password** field to **Disabled**.

Change the device password

1. In the device options, click **Security Options**.
2. Click **General Settings**.
3. Press the **Menu** key.
4. Click **Change Password**.

Lock the device

Verify that you have set a BlackBerry® device password.

On the Home screen or in the application list, click **Lock**.

To unlock your device, on the Lock screen, click the trackball. Click **Unlock**. Type your device password. Press the **Enter** key.

Lock the keyboard

If you do not set a BlackBerry® device password, you can lock your keyboard to avoid making calls and pressing keys accidentally.

On the Home screen or in the application list, click **Keyboard Lock**.

To unlock the keyboard, press the asterisk (*****) key and the **Send** key.

Set a limit for device password attempts

1. In the device options, click **Security Options**.
2. Click **General Settings**.
3. Set the **Number of Password Attempts** field.
4. Press the **Menu** key.
5. Click **Save**.

Encryption

About content protection

Content protection is designed to encrypt your BlackBerry® device data. When content protection is turned on, your device uses a private key to encrypt data as it is stored on the device, including data that your device receives when it is locked. Your device decrypts data as you access it.

You can set content protection to include or exclude your contacts. If you turn on content protection for contacts and you receive a call when the device is locked, the caller name does not appear on the screen.

When you lock your device, an open lock indicator appears in the device status section of the screen to indicate that your device is deleting a copy of the private key from the temporary device memory. A lock indicator appears when the device has deleted the key.

Protect your device data

Verify that you have set a BlackBerry® device password.

1. In the device options, click **Security Options**.
2. Click **General Settings**.
3. Set the **Content Protection** field to **Enabled**.
4. To set content protection to exclude your contacts, set the **Include Address Book** field to **No**.
5. Press the **Menu** key.
6. Click **Save**.

Set content protection strength

Verify that content protection is turned on.
You can set the strength of the encryption that your BlackBerry® device uses to protect data that you receive when your device is locked.

1. In the device options, click **Security Options**.
2. Click **General Settings**.
3. Set the **Strength** field.
4. Press the **Menu** key.

5. Click **Save**.

About encryption keys

If your BlackBerry® device is associated with an email account that uses a BlackBerry Enterprise Server or BlackBerry Desktop Redirector, your device is designed to use an encryption key to protect data as it travels between the BlackBerry Enterprise Server or BlackBerry Desktop Redirector and your device.

You should generate a new encryption key every 2 weeks.

Generate an encryption key

Verify that your BlackBerry® device is associated with an email account that uses BlackBerry Enterprise Server version 4.0 or later. If your device is associated with an email account that uses an earlier version of the BlackBerry Enterprise Server, see the *BlackBerry Desktop Software Online Help* for more information.

1. In the device options, click **Security Options**.
2. Click **General Settings**.
3. Click a service.
4. Click **Regenerate Encryption Key**.

About content compression

Content compression is designed to reduce the size of your BlackBerry® device data while maintaining the integrity of that data. When content compression is turned on, your device compresses all device data, including messages, contacts, calendar entries, tasks, and memos. You should keep content compression turned on.

If content compression and content protection are turned on, your device compresses device data before encrypting it.

Password keeper

About the password keeper

Use the password keeper to store all your passwords in one place. The password keeper is designed to protect your passwords with a password keeper password. When you type this password, the password keeper decrypts your passwords.

You can also use the password keeper to generate random passwords that contain numbers, letters, and symbols.

Add a password to the password keeper

1. In the password keeper, press the **Menu** key.
2. Click **New**.
3. Type the password information.
4. Click the trackball.

5. Click **Save**.

Generate a random password

1. In the password keeper, press the **Menu** key.
2. Click **New**.
3. Click the trackball.
4. Click **Random Password**.
5. Type the password information.
6. Click the trackball.
7. Click **Save**.

Set criteria for randomly generated passwords

1. In the password keeper, press the **Menu** key.
2. Click **Options**.
3. Set the random password fields.
4. Press the **Menu** key.
5. Click **Save Options**.

View a password in the password keeper

In the password keeper, click a password.

Change a password in the password keeper

1. In the password keeper, highlight a password.
2. Press the **Menu** key.
3. Click **Edit**.
4. Change the password information.
5. Click the trackball.
6. Click **Save**.

Hide passwords in the password keeper

1. In the password keeper, press the **Menu** key.
2. Click **Options**.
3. Set the **Show Password** field to **No**.
4. Press the **Menu** key.
5. Click **Save Options**.

To show passwords in the password keeper again, set the **Show Password** field to **Yes**.

Turn off the prompt that appears before you delete items

You can turn off the prompt that appears before you delete items in a message list, the phone, the address book, the calendar, the task list, the memo list, or the password keeper.

1. In an application, press the **Menu** key.
2. Click **Options**.
3. Set the **Confirm Delete** field to **No**.
4. Press the **Menu** key.
5. Click **Save**.

Delete a password from the password keeper

1. In the password keeper, highlight a password.
2. Press the **Menu** key.
3. Click **Delete**.

Change the password keeper password

1. In the password keeper, press the **Menu** key.
2. Click **Change password**.

Copy a password

1. In the password keeper, highlight a password.
2. Press the **Menu** key.
3. Click **Copy Username** or **Copy Password**.

To clear the clipboard, press the **Menu** key. Click **Clear Clipboard**.
Note: Passwords are not encrypted when they are on the clipboard.

Prevent password copying

1. In the password keeper, press the **Menu** key.
2. Click **Options**.
3. Set the **Allow Clipboard Copy** field to **No**.
4. Press the **Menu** key.
5. Click **Save Options**.

Set a limit for password attempts in the password keeper

1. In the password keeper, press the **Menu** key.

2. Click **Options**.
3. Set the **Password Attempts** field.
4. Press the **Menu** key.
5. Click **Save Options**.

Advanced security

About security self-tests

Security self-tests are designed to verify that security software is implemented correctly on your BlackBerry® device. The tests should run automatically when your device restarts.

Verify security software

1. In the device options, click **Security Options**.
2. Click **General Settings**.
3. Press the **Menu** key.
4. Click **Verify Security Software**.

About certificates

You can use certificates if you install the S/MIME Support Package on your BlackBerry® device. See the *S/MIME Support Package User Guide Supplement* for more information.

About the key store

You can use the key store if you install the S/MIME Support Package or PGP® Support Package on your BlackBerry® device. See the *S/MIME Support Package User Guide Supplement* or the *PGP Support Package User Guide Supplement* for more information.

About PGP keys

You can use PGP® keys if you install the PGP Support Package on your BlackBerry® device. See the *PGP Support Package User Guide Supplement* for more information.

About memory cleaning

You can use this feature if you install the S/MIME Support Package or PGP® Support Package on your BlackBerry® device. See the *S/MIME Support Package User Guide Supplement* or the *PGP Support Package User Guide Supplement* for more information.

Smart cards

About smart password entry

If you use two-factor authentication and your BlackBerry® device password or smart card password is numeric, you might be able to use smart password entry in some password fields. When smart password entry is turned on, your device is designed to remember the format of a password that you type in a password field. When you type the password again, your device applies a smart password filter to the password field. If the password is numeric, a 123 indicator appears beside the password field and you do not have to press the Alt key to type numbers. If the password is alphanumeric, an ABC indicator appears beside the password field.

Smart password entry prerequisites

- Verify that the correct smart card driver and smart card reader driver are installed on your BlackBerry® device.
- Verify that two-factor authentication is turned on.

Turn off smart password entry

You can turn off smart password entry to reduce the chance that someone might guess your BlackBerry® device password or smart card password based on the smart password filter that your device applies to password fields.

1. In the device options, click **Security Options**.
2. Click **General Settings**.
3. Set the **Smart Password Entry** field to **Disabled**.
4. Press the **Menu** key.
5. Click **Save**.

To turn on smart password entry again, set the **Smart Password Entry** field to **Enabled**.

Switch smart password filters

In an blank password field, press the **Enter** key.

The indicator for the new smart password filter appears beside the password field.

Authentication certificate prerequisites

- Verify that the correct smart card driver and smart card reader driver are installed on your BlackBerry® device.
- Verify that you have imported a certificate from your smart card that you can use for signing and verification. See the *S/MIME Support Package User Guide Supplement* for more information.
- Verify that you have set a device password.
- Verify that two-factor authentication is turned on.
- Verify that you have the smart card password. You should have received this password when you received your smart card.

Use a certificate to authenticate your smart card

If you use a certificate to authenticate your smart card, the certificate authenticates your smart card whenever you use your smart card to unlock your BlackBerry® device.

1. In the device options, click **Security Options**.
2. Click **General Settings**.
3. Set the **Authentication Certificate** field.
4. Press the **Menu** key.
5. Click **Save**.

To stop using a certificate to authenticate your smart card, set the **Authentication Certificate** field to **None**.

Security troubleshooting

I cannot type a password

Verify that you are using the multi-tap input method.

I cannot unlock my device using my smart card

Try performing the following actions:

- Verify that the correct smart card is inserted in the smart card reader.
- Verify that the smart card is inserted in the smart card reader correctly.

Third-party application control

About permissions for third-party applications

You can set permissions that control how third-party applications on your BlackBerry® device interact with the other applications on your device. For example, you can control whether third-party applications can access data or the Internet, make calls, or use Bluetooth® connections.

If you have added third-party applications to your device, the device firewall is designed to prevent these applications from sending or receiving data without your knowledge. Before a third-party application sends or receives data, a dialog box prompts you to accept or deny the connection request. If you turn off the prompt, you can reset the firewall options to receive the connection prompt again.

Reset connection permissions for third-party applications

1. In the device options, click **Security Options**.
2. Click **Firewall**.
3. Press the **Menu** key.
4. Click **Reset Settings**.

About direct Internet connections for third-party applications

Some third-party applications that you add to your BlackBerry® device might require a direct TCP or HTTP connection to the Internet. For example, a stock price application might need to connect to the Internet to retrieve the latest stock prices. You might have to set the APN that the third-party application uses for this connection.

Set up a direct Internet connection for a third-party application

Verify that you have an APN and that you have the user name and password for the APN. Contact your wireless service provider for more information.

1. In the device options, click **Advanced Options**.
2. Click **TCP**.
3. Type the APN information.
4. Press the **Menu** key.
5. Click **Save**.

Set permissions for a third-party application

Note: Changing permissions for third-party applications can significantly affect the operation of applications on your BlackBerry® device. If you are unsure about how changing these permissions might affect the operation of the applications on your device, contact your system administrator or wireless service provider for more information.

1. In the device options, click **Advanced Options**.
2. Click **Applications**.
3. Highlight a third-party application.
4. Press the **Menu** key.
5. Perform one of the following actions:
    - To set permissions for the highlighted third-party application, click **Edit Permissions**.
    - To set permissions for all third-party applications, click **Edit Default Permissions**.
6. Expand **Connections**, **Interactions**, or **User Data**.
7. Set the permission fields.
8. Press the **Menu** key.
9. Click **Save**.

Connection permissions for third-party applications

USB:
Set whether third-party applications can use physical connections, such as a USB cable or RS-232 cable, that you have set up for your BlackBerry® device.

Bluetooth:
Set whether third-party applications can use Bluetooth® connections.

Phone:
Set whether third-party applications can make calls or access call logs.

Location (GPS):
Set whether third-party applications can use your GPS location information.

Company Network:
Set whether third-party applications can access the Internet or your organization's intranet using your organization's network.

Carrier Internet:
Set whether third-party applications can access the Internet through your wireless service provider (for example, using a direct Internet connection or a WAP gateway).

Interaction permissions for third-party applications

Interprocess Communication:
Set whether third-party applications can communicate with other applications on your BlackBerry® device, such as the device runtime store, the persistent store, or global events.

Device Settings:
Set whether third-party applications can turn on or turn off your device or change device options, such as display options.

Module Management:
Set whether third-party applications can add or delete application modules or access module information such as an application name or version.

Keystroke Injection:
Set whether third-party applications can simulate actions, such as pressing a key on your device.

Browser Filters:

Set whether third-party applications can register browser filters with the browser on your device to add, change, or delete web site content before it appears in your browser.

Theme Data:

Set whether your device can use third-party applications as a source for customized themes.

Data permissions for third-party applications

Email:

Set whether third-party applications can access email, SMS text, or PIN messages on your BlackBerry® device.

PIM:

Set whether third-party applications can access organizer data such as contacts, calendar entries, tasks, or memos.

Files:

Set whether third-party applications can access files that you store on your device. For example, you can set whether third-party applications can access files that you transfer to your device using the media manager tool of the BlackBerry Desktop Manager or Bluetooth® technology.

Key Store:

Set whether third-party applications can access certificates or keys in the key store on your device.

Key Store Medium Security:

Set whether third-party applications can access certificates or keys in the key store if your device caches the key store password.

BrickBreaker

About BrickBreaker

The object of BrickBreaker is to destroy bricks using a paddle and a ball. During the game, capsules fall from the bricks that you destroy. The capsules provide you with different mechanisms for destroying bricks or controlling the ball or paddle.

When you hit the ball with your paddle 50 times on any level, the bricks descend one space every few seconds.

BrickBreaker capsules

Long:
This capsule makes the paddle longer.
Slow:
This capsule slows down the ball.
Gun:
This capsule enables you to shoot three bullets at the bricks; a bullet can destroy unbreakable bricks.
Laser:
This capsule enables you to shoot unlimited laser beams at the bricks.
Multi:
This capsule puts four balls in play.
Catch:
This capsule enables you to catch and hold the ball.
Flip:
This capsule changes the direction of the paddle.
Wrap:
This capsule enables you to move the paddle beyond the edge of the screen.
Bomb:
This capsule destroys the next brick that you hit and damages nearby bricks.
Life:
This capsule gives you an additional life.

BrickBreaker scoring

Catching a capsule:
50 points
Shooting a brick with the gun:
50 points
Hitting a brick with the ball:
10 points
Shooting a brick with the laser:
5 points
Damaging a brick with a bomb:

5 points

Play BrickBreaker

- To move the paddle, roll the trackball.
- To release the ball in catch mode, press the **Space** key.
- To shoot the laser or gun, press the **Space** key.

Adjust the volume

- To increase the volume, press the **Volume Up** key.
- To decrease the volume, press the **Volume Down** key.

Set the paddle speed

1. In BrickBreaker, press the **Menu** key.
2. Click **Options**.
3. Perform any of the following actions:
    - To set the paddle speed, set the **Paddle movement speed** field.
    - To accelerate the paddle as you roll the trackball, select the **Paddle acceleration** check box.
4. Press the **Menu** key.
5. Click **Save**.

Submit a score to the BrickBreaker high score web site

1. In BrickBreaker, press the **Menu** key.
2. Click **Send High Score**.

Check the high scores on the BrickBreaker web site

1. In BrickBreaker, press the **Menu** key.
2. Click **High Scores**.

Service books

About service books

Service books determine which services are available on your BlackBerry® device.

Your system administrator or wireless service provider can send service books to your device over the wireless network. If your device is associated with an email account that uses a BlackBerry Enterprise Server, you can also receive service books on your device by connecting your device to the BlackBerry Desktop Manager.

Accept a service book

1. In the device options, click **Advanced Options**.
2. Click **Service Book**.
3. Highlight the new service book.
4. Press the **Menu** key.
5. Click **Accept**.

Delete a service book

1. In the device options, click **Advanced Options**.
2. Click **Service Book**.
3. Highlight a service book.
4. Press the **Menu** key.
5. Click **Delete**.

To restore a service book, press the **Menu** key. Click **Undelete**.

Troubleshooting

BlackBerry Basics troubleshooting

No application opens when I press a Convenience key

Verify that you have not deleted the application that you assigned to the key.

Assign a different application to the key.

Some features are not available on my device

Depending on your wireless service plan or the type of email account that is associated with your BlackBerry® device, some features might not be available on your device.

If your device is associated with an email account that uses a BlackBerry Enterprise Server, your organization might not have set up some features or might prevent you from using some features or options. If a system administrator has set an option for you, a red lock indicator appears beside the option field. Contact your system administrator or wireless service provider for more information about the features that are available for your device.

Phone troubleshooting

I cannot make or receive calls

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.
- If you cannot make calls and fixed dialing is turned on, verify that the phone number for your contact appears in your fixed dialing list or turn off fixed dialing.
- If you have traveled to another country and you have not changed your smart-dialing options, dial the full phone number, including the country code and area code, for your contact.
- If you are not receiving calls, verify that call blocking and call forwarding are turned off.

My phone number appears as Unknown in the phone

Try changing the phone number on your SIM card to change how your phone number appears in the phone. In the device options, click **Advanced Options**. Click **SIM Card**. Press the **Menu** key. Click **Edit SIM Phone Number**. Type your phone number. Click the trackball.

Note: If you change the phone number on your SIM card, you do not change the phone number that your BlackBerry® device uses to make and receive calls.

Voice dialing troubleshooting

I cannot make calls using a voice command

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.
- If you are using a Bluetooth® enabled device, such as a handsfree car kit or wireless headset, verify that the Bluetooth enabled device supports this feature and that you have paired the Bluetooth enabled device with your BlackBerry device.
- If your keyboard is locked, unlock your keyboard.
- Verify that the language that you use to say voice commands is the same as the voice dialing language that you have set in the language options. Certain languages might not be supported.

My device does not recognize names or numbers in voice commands

Try performing the following actions:

- Say the first name and the last name of your contact.
- Use standard pronunciation rules when you say a voice command.
- If your BlackBerry® device does not often identify matches, set the matching sensitivity level to reject less.
- If your device often identifies incorrect matches, set the matching sensitivity level to reject more.
- Adapt digit dialing to improve voice recognition of numbers.

Camera troubleshooting

I cannot save pictures

Your BlackBerry® device memory or media card might not have enough available memory to save pictures.

Try performing the following actions:

- If you are trying to save a picture to your device memory, delete old data or messages from your device.
- If you are trying to save a picture on your media card, delete old media files.
- In the camera options, verify that the **Picture Quality** field is not set to **Superfine**. Superfine pictures use more memory than fine or normal pictures.
- Increase the maximum amount of memory available for pictures.

The flash dims or turns off

If the battery power level drops below 20 percent, the flash dims to conserve battery power. In cold temperatures, when the battery power level drops below 20 percent, the flash might turn off.

Message troubleshooting

I cannot send messages

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, your device should send the messages when you return to a wireless coverage area.
- If the menu item for sending a message does not appear, verify that you have added an email address or PIN for your contact.
- If you created an email address or added an existing email address to your device using the email setup web site, verify that you have received an activation message on your device from the BlackBerry Internet Service. If you have not received an activation message (the message might take a short period of time to arrive), use the email setup web site to send a service book to your device.
- If you have not received a registration message from the wireless network, register your device. In the device options, click **Advanced Options**. Click **Host Routing Table**. Press the **Menu** key. Click **Register Now**.
- Generate an encryption key.
- Verify that data service is turned on.
- Resend the message.

I am not receiving messages

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, you should receive messages when you return to a wireless coverage area.
- If you created an email address or added an existing email address to your device using the email setup web site, verify that you have received an activation message on your device from the BlackBerry Internet Service. If you have not received an activation message (the message might take a short period of time to arrive), use the email setup web site to send a service book to your device.
- If you have not received a registration message from the wireless network, register your device. In the device options, click **Advanced Options**. Click **Host Routing Table**. Press the **Menu** key. Click **Register Now**.
- Verify that data service is turned on.
- If you use email message filters, verify that the options for email message filters are set correctly.
- Verify that email message forwarding is turned on and that you have selected all the email message folders, including your inbox folder, that you want to receive email messages from.
- Verify that your device is not blocking messages. For more information, contact your system administrator.

I cannot file email messages

Try performing the following actions:

- Verify that wireless email reconciliation is turned on.

- If your email message folders do not appear on your BlackBerry® device, reconcile your email messages using the email settings tool of the BlackBerry Desktop Manager. See the *BlackBerry Desktop Software Online Help* for more information.

I received notification of a new message, but no new messages appear in my message list

If you have set your BlackBerry® device to hide filed messages and you receive a new message from an email message folder in the email application on your computer other than your inbox, your device files the message.

Some messages no longer appear on my device

If your BlackBerry® device memory is full, your device deletes the oldest messages from a message list. Your device does not delete saved messages.

If wireless email reconciliation is turned on, and, in the message options, the **Delete On** field is set to **Mailbox & Handheld**, email messages that you delete in the email application on your computer are also deleted from your device.

A message or attachment is truncated

Try performing the following actions:

- Wait for a short period of time. Your BlackBerry® device receives long messages and attachments in sections.
- If "More available" appears at the end of the message or attachment, press the **Menu** key. Click **More** or **More All**.

Some email message folders appear dimmed

If you cannot forward email messages from an email message folder, the check box beside the folder appears dimmed.

Try performing the following actions:

- Wait for a few seconds. The email message folders might become available after a short period of time.
- Turn off wireless email reconciliation, and then turn it on again.

Email message filters are not working correctly

Try performing the following actions:

- Verify that your email message filters are turned on.
- Verify that your email message filters appear in the order that you want your BlackBerry® device to apply them to email messages.

I cannot use a shortcut to view one type of message in a message list

If you switch BlackBerry® devices and you restore device data from your previous device to your current device, the message list shortcuts for your previous device replace the message list shortcuts for your current device.

To view the shortcuts for viewing one type of message in a message list, view your list of saved searches.

I cannot send SMS text messages

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, your device should send the messages when you return to a wireless coverage area.
- Verify that your wireless service plan includes this service.
- Verify that fixed dialing is turned off.

I am not receiving SMS text messages

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, you should receive messages when you return to a wireless coverage area.
- Verify that your wireless service plan includes this service.
- Verify that your SIM card has enough available memory to store received SMS text messages.

I cannot turn on cell broadcasting

Your SIM card might not support the display languages that you have selected for cell broadcast messages.

Clear the check box beside all languages that your SIM card does not support.

I cannot attach a file to an MMS message

Try performing the following actions:

- Verify that the file is a .vcf (vCard®) file, an .ics (iCalendar) file, or a media file (for example, a .jpg, .gif, or .midi file).
- Verify that the file size does not exceed 300 KB.
- Verify that the file is not copyright protected.
- If MMS templates are available for your BlackBerry® device, use a blank template to compose your MMS message.

Typing troubleshooting

SureType technology does not recognize a word

Use the list that appears when you type to help you build words that SureType® technology does not recognize. Press the letter key for the first letter in the word once. Highlight a letter in the list. Press the letter key for the next letter in the word once. Highlight a letter combination. Click the trackball. Continue typing the word.

I cannot type a password

Verify that you are using the multi-tap input method.

Attachment troubleshooting

A skipped content bar appears in a document

More attachment content is available for you to download to your BlackBerry® device.

To download the content, click the skipped content bar. Click **More**.

Synchronization troubleshooting

Some characters in calendar entries do not appear correctly after synchronization

If you schedule appointments or meetings on your BlackBerry® device that contain special characters or accents, your computer might not support these characters.

On your computer, verify that you are using the correct default code page and that the correct font support is installed on your computer. See the documentation for the operating system on your computer for more information.

Email messages are not reconciling over the wireless network

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.
- Verify that wireless email reconciliation is turned on.
- Reconcile email messages manually. In a message list, press the **Menu** key. Click **Reconcile Now**.

I am not receiving email messages from personal folders on my computer

If your BlackBerry® device is associated with a Microsoft® Outlook® email account, you must use the synchronization tool of the BlackBerry Desktop Manager to reconcile email messages in personal folders. See the *BlackBerry Desktop Software Online Help* for more information.

Email messages are not being deleted over the wireless network

Try performing the following actions:

- If you delete multiple email messages on your BlackBerry® device, highlight the email messages and press the **Backspace/ Delete** key. If you delete multiple email messages using the Delete Prior menu item, the email messages are not deleted during wireless email reconciliation.
- In the email reconciliation options, verify that the **Delete On** field is set to **Mailbox & Handheld**.

Organizer data is not synchronizing over the wireless network

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.
- Verify that wireless data synchronization is turned on in the address book, calendar, task list, and memo list.

Browser troubleshooting

No browser is available on my device

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.
- Verify that your wireless service plan includes this service.

I cannot set up automatic synchronization for bookmarks

When you add a bookmark, you can only set the Auto Synchronize and Start Time fields if content protection is turned off.

Media troubleshooting

I cannot fast-forward or rewind songs

Fast-forward and rewind are not supported.

I cannot play videos

You can only play videos that are encoded as MPEG-4 Part 2 Simple Profile or H.263.

I cannot sort pictures on my device

Your BlackBerry® device sorts pictures in descending order by date. You cannot change this sort order.

I cannot open media files on my media card

Try performing the following actions:

- If you are trying to open a media file on your BlackBerry® device and your device is connected to your computer, disconnect your device from the computer or turn off mass storage mode.
- If you are trying to open a media file on your computer using mass storage mode, verify that you have closed the media manager tool of the BlackBerry Desktop Manager.

- If you are trying to open a media file on your computer using the media manager tool of the BlackBerry Desktop Manager, verify that mass storage mode is turned off on your device.
- If you encrypted the media files on your media card using a media card encryption key and you are trying to open an encrypted media file using your computer or a device other than the BlackBerry device that you used to encrypt the file, insert the media card into the BlackBerry device that you used to encrypt the file. In the media card options, set the **Encryption Mode** field to **None** or **Security Password**.

My device does not recognize my media card

Disconnect your BlackBerry® device from your computer. Turn off mass storage mode support. Format the media card.

My device is not using the correct ring tone or Home screen background

If you are using a ring tone or Home screen background picture that you encrypted on your media card using your BlackBerry® device password and you reset your device, unlock your device.

Map troubleshooting

I cannot view a location

Verify that no punctuation marks appear in the location information.

Diagonal lines appear on a map

Diagonal lines appear on a map when your BlackBerry® device loads new location information.

I cannot forward directions

Verify that you are viewing directions in Directions mode or that you have highlighted a route in Locations mode.

Contact troubleshooting

I cannot find the Add Custom Phone Tune menu item

If you have already assigned a custom ring tone to a contact, the Add Custom Phone Tune menu item does not appear.

Custom address book field data is not appearing on my computer

You can only synchronize the data in a custom address book field with a text field in the email application on your computer. For example, you cannot add a contact's birthday to a custom address book field on your BlackBerry® device and synchronize it with the email application on your computer, because the birthday field is a date field in the email application on your computer.

Calendar troubleshooting

I cannot schedule appointments that span multiple days

If you use IBM® Lotus Notes®, you cannot schedule appointments that span multiple days.

I cannot set some fields when scheduling appointments

If you use IBM® Lotus Notes®, you can only change the Subject, Location, Reminder, and Notes fields and the Mark as Private check box when you change a recurring appointment or meeting.

Alarm troubleshooting

My alarm does not notify me on the weekend

In the alarm, verify that the **Active on Weekends** field is set to **Yes**.

Bluetooth technology troubleshooting

I cannot type a passkey on a Bluetooth enabled device

If the Bluetooth® enabled device that you are pairing with has no screen where you can type a passkey, the passkey might already be defined.

On your BlackBerry® device, in the **Enter passkey for <device name>** field, try typing **0000**.

My list of paired Bluetooth enabled devices does not appear

Try performing the following actions:

- Verify that Bluetooth® technology is turned on.
- Verify that you have added Bluetooth enabled devices to the paired Bluetooth enabled devices list.

I cannot pair with a Bluetooth enabled device

Try performing the following actions:

- Verify that your BlackBerry® device is compatible with the Bluetooth® enabled device. See the documentation that came with the Bluetooth enabled device for more information.
- Turn off encryption for Bluetooth connections between your BlackBerry device and the Bluetooth enabled device. In the device options, click **Bluetooth**. Click a Bluetooth enabled device. Click **Device Properties**. Set the **Encryption** field to **Disabled**. Press the **Menu** key. Click **Save**.

I cannot share contacts with a paired Bluetooth enabled device

Try performing the following actions:

- Verify that Bluetooth® technology is turned on.
- Verify that your BlackBerry® device is paired with the Bluetooth enabled device.
- Verify that, in the Bluetooth options, the **Address Book Transfer** field is set to **Enabled**.
- Verify that your BlackBerry device is connected to a Bluetooth enabled device that supports the Handsfree profile or the Object Push profile. See the documentation that came with the Bluetooth enabled device for more information about supported profiles.

Notification profile troubleshooting

My device is vibrating more times than expected

For calls, the number of times that the BlackBerry® device vibrates is not determined by the number of vibrations that you set in your notification profile. The device vibrates until the caller or the wireless network ends the connection.

I am not receiving notification for incoming calls or messages

Try performing the following actions:

- In the profile list, verify that the Off profile is turned off.
- In a notification profile exception, verify that the **Custom Phone Tune** field is not set to **Mute**.

I cannot set some fields when creating a Calls From notification profile exception

If you assign a custom ring tone to a contact in the address book, a Calls From profile exception appears in the profile list. Because these exceptions are for calls only, you can only set the Custom Phone Tune field.

Display troubleshooting

My device screen turns off

When you do not use your BlackBerry® device for a period of time, the screen turns off to conserve battery power.

To turn on the screen, click the trackball or press a key.

My display settings changed

Depending on your theme, display settings, such as your font and Home screen background, might change when you switch themes.

Language troubleshooting

Some characters do not appear correctly on my device

The BlackBerry® Enterprise Server or BlackBerry Internet Service that is associated with your BlackBerry device might not support the characters. For more information, contact your system administrator or your wireless service provider.

Wireless network coverage troubleshooting

I cannot connect to a wireless network

Try performing the following actions:

- Verify that your SIM card is inserted in your BlackBerry® device correctly.
- Verify that you have turned on the connection to the wireless network.
- Verify that you are connected to your wireless service provider's network. If you switched wireless networks manually, your device remains connected to that wireless network until you select your wireless service provider's network again.

Security troubleshooting

I cannot unlock my device using my smart card

Try performing the following actions:

- Verify that the correct smart card is inserted in the smart card reader.
- Verify that the smart card is inserted in the smart card reader correctly.

Diagnostic reports

About diagnostic reports

Diagnostic reports provide wireless configuration and connection information for your BlackBerry® device. If you cannot connect to the wireless network or access services such as email messaging, your wireless service provider or system administrator might ask you to run and submit a diagnostic report. Your wireless service provider or system administrator can use the report to help you troubleshoot the problem.

Run a diagnostic report

1. In the device options, click **Status**.
2. Press the **Menu** key.

3. Click **Diagnostic**.
4. Press the **Menu** key.
5. Click **Run**.

View a diagnostic report

1. In the device options, click **Status**.
2. Press the **Menu** key.
3. Click **Diagnostic**.
4. Highlight a report.
5. Press the **Menu** key.
6. Click **View Report**.

Submit a diagnostic report

1. In the device options, click **Status**.
2. Press the **Menu** key.
3. Click **Diagnostic**.
4. Highlight a report.
5. Press the **Menu** key.
6. Click **Email Report** or **PIN Report**.

Delete a diagnostic report

1. In the device options, click **Status**.
2. Press the **Menu** key.
3. Click **Diagnostic**.
4. Highlight a report.
5. Press the **Menu** key.
6. Click **Delete** or **Delete All**.

Set a default recipient for diagnostic reports

If you set the default recipient, each time that you submit a diagnostic report, your BlackBerry® device sends the report to that recipient. If you want to specify a recipient each time that you submit a report, do not set the default recipient.

1. In the device options, click **Status**.
2. Press the **Menu** key.
3. Click **Diagnostic**.
4. Press the **Menu** key.
5. Click **Options**.

6. Type the contact information.
7. Press the **Menu** key.
8. Click **Save**.

View the version number of the BlackBerry Device Software on your device

In the device options, click **About**.

To return to the device options, press the **Escape** key twice.

I cannot run or submit a diagnostic report

Try performing the following actions:

- Try running the diagnostic report again. In the diagnostic report, press the **Menu** key. Click **Repeat All Steps**.
- If you cannot submit a diagnostic report to an email address, try submitting the report to a PIN. Likewise, if you cannot submit a diagnostic report to a PIN, try submitting the report to an email address.

Abbreviation list

ADN:
Abbreviated dialing number
APN:
Access Point Name
BCC:
Blind carbon copy
CAP lock:
Capital letter lock
CC:
Carbon copy
FDN:
Fixed-dialing number
FIPS:
Federal Information Processing Standards
GPS:
Global Positioning System
HTML:
Hypertext Markup Language
HTTP:
Hypertext Transfer Protocol
LED:
Light-emitting diode
MCC:
Mobile Country Code
MDS:
Mobile Data Service
MicroSD card:
Micro Secure Digital card
MMS:
Multimedia Messaging Service
MNC:
Mobile Network Code
MPEG:
Moving Picture Experts Group
NUM lock:
Number lock
PGP:
Pretty Good Privacy
PIM:
Personal information management
PIN:
Personal identification number

SDN:
Service dialing number
SIM:
Subscriber Identity Module
S/MIME:
Secure Multipurpose Internet Mail Extensions
SMS:
Short Message Service
SMSC:
Short Message Service Center
SSL:
Secure Sockets Layer
TCP:
Transmission Control Protocol
TLS:
Transport Layer Security
Triple DES:
Triple Data Encryption Standard
TTY:
Teletype
USB:
Universal Serial Bus
WAP:
Wireless Application Protocol
WML:
Wireless Markup Language
WTLS:
Wireless Transport Layer Security

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